

# General Optical Council – Public Polling

## METHODOLOGY NOTE

ComRes interviewed 2,250 UK adults by telephone, including 1,656 who have been to the opticians within the last two years, 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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Base: All Respondents

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Base: All Respondents	

## 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

Significance Level: 90%

Significance Level: 95%

GPs

Dentists

Opticians

Pharmacists

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
1653	767	712	135	32	8	1478	167
100%	46%	43%	8%	2%	*	89%	10%
1653	804	662	115	32	40	1466	147
100%	49%	40%	7%	2%	2%	89%	9%
1653	958	642	37	4	11	1601	41
100%	58%	39%	2%	*	1%	97%	2%
1653	901	662	61	3	25	1563	64
100%	55%	40%	4%	*	2%	95%	4%

# 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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656	
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very confident	767	335	432	102	126	201	216	122	60	105	84	57	55	42	52	93	78	627	34	69	37	767	
	46%	47%	46%	37%	35%	46%	56%	64%	62%	46%	43%	43%	44%	47%	40%	39%	55%	46%	42%	57%	47%	46%	
						AB	ABC	ABCd	BCDEFGH								bCDeGH				ABE		
Fairly confident	712	316	396	133	196	188	140	55	36	96	92	61	57	37	61	116	50	606	33	42	31	712	
	43%	44%	42%	48%	55%	43%	36%	29%	37%	43%	47%	45%	45%	41%	47%	49%	36%	44%	41%	35%	40%	43%	
				DE	aCDE	DE					al	i			i	Al		C			c		
Not very confident	135	51	84	34	31	37	23	10	1	20	14	13	10	8	13	19	10	107	13	7	7	135	
	8%	7%	9%	12%	9%	8%	6%	5%	1%	9%	7%	10%	8%	9%	10%	8%	7%	8%	17%	6%	9%	8%	
				cDE						A	A	A	A	A	A	A	A		ACE				
Not at all confident	32	12	19	8	5	12	4	2	-	5	3	2	-	2	5	7	2	26	1	2	3	32	
	2%	2%	2%	3%	1%	3%	1%	1%	-	2%	1%	1%	-	2%	4%	3%	1%	2%	1%	2%	4%	2%	
				d		d				e					aE	aE							
Don't know	8	3	5	1	-	1	5	1	-	-	1	-	3	1	-	1	1	7	-	1	-	8	
	*	*	1%	*	-	*	1%	1%	-	-	1%	-	2%	1%	-	*	1%	*	-	1%	-	*	
							Bc						Bdgh										
<b>Nets</b>																							
Confident	1478	651	828	234	322	389	356	177	97	201	176	118	112	79	113	209	128	1233	67	111	68	1478	
	89%	91%	88%	85%	90%	89%	92%	93%	99%	89%	91%	88%	90%	88%	86%	89%	91%	90%	82%	92%	86%	89%	
				A			A	A	BCDEFGHI								B		B		B	B	
Not confident	167	63	103	42	36	49	27	13	1	25	17	15	10	10	18	26	12	133	14	8	11	167	
	10%	9%	11%	15%	10%	11%	7%	7%	1%	11%	9%	12%	8%	11%	14%	11%	8%	10%	18%	7%	14%	10%	
				bDE		D				A	A	A	A	A	A	A	A		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

### 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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
767	312	44	51	13	3	14	32	283
46%	41%	37%	43%	36%	25%	43%	52%	60%
							abe	ABCDEF
712	381	53	54	16	8	15	23	150
43%	50%	44%	45%	45%	68%	48%	37%	32%
	gH	H	H		gH	h		
135	56	19	11	5	1	3	7	27
8%	7%	16%	9%	13%	7%	9%	11%	6%
		AH		h				
32	17	2	2	1	-	-	-	9
2%	2%	2%	2%	3%	-	-	-	2%
8	2	1	1	1	-	-	-	2
*	*	1%	1%	3%	-	-	-	*
				Ah				
1478	693	97	105	29	11	29	55	434
89%	90%	82%	89%	81%	93%	91%	89%	92%
	Bd							BD
167	73	21	13	6	1	3	7	36
10%	9%	17%	11%	16%	7%	9%	11%	8%
		AH		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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	767	107	204	107	150	52	70	153	352	159	34	-	90	138	26	94	83	756	7
	46%	48%	45%	39%	49%	40%	52%	52%	44%	46%	46%	-	49%	47%	42%	55%	41%	47%	17%
		C	c		Ce		Ce	B					e			cE		B	
Fairly confident	712	87	204	140	124	64	51	113	357	152	32	-	75	121	31	64	100	686	20
	43%	39%	45%	51%	40%	49%	38%	38%	45%	44%	43%	-	41%	42%	49%	38%	49%	43%	47%
				ADF		adf			a							D			
Not very confident	135	24	29	21	26	11	12	23	65	29	7	-	14	27	5	11	17	122	13
	8%	11%	6%	7%	9%	8%	9%	8%	8%	9%	10%	-	8%	9%	8%	7%	8%	8%	31%
		B																A	
Not at all confident	32	4	10	6	6	2	2	6	18	4	1	1	4	4	-	2	3	29	2
	2%	2%	2%	2%	2%	2%	2%	2%	2%	1%	1%	100%	2%	1%	-	1%	1%	2%	4%
Don't know	8	-	2	3	-	1	-	-	6	1	-	-	-	1	1	-	2	8	-
	*	-	*	1%	-	1%	-	-	1%	*	-	-	-	*	1%	-	1%	*	-
				d											a				
<b>Nets</b>																			
Confident	1478	194	409	247	274	116	122	266	709	312	66	-	166	259	57	158	183	1442	26
	89%	87%	91%	89%	90%	89%	90%	90%	89%	90%	89%	-	90%	89%	91%	92%	89%	90%	64%
																		B	
Not confident	167	28	39	27	32	13	14	29	83	33	8	1	18	31	5	13	20	151	15
	10%	13%	9%	10%	10%	10%	10%	10%	10%	10%	11%	100%	10%	11%	8%	8%	10%	9%	36%
		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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	767	767	-	-	-	748	18	751	10	540	80	529	12	695	28	60	706
	46%	46%	-	-	-	47%	32%	47%	35%	46%	39%	46%	33%	48%	32%	39%	47%
						B				b				B		a	
Fairly confident	712	712	-	-	-	685	24	695	12	516	94	499	14	625	40	73	639
	43%	43%	-	-	-	43%	43%	43%	40%	44%	46%	43%	40%	43%	46%	47%	43%
Not very confident	135	135	-	-	-	124	10	127	5	98	23	92	7	111	13	17	118
	8%	8%	-	-	-	8%	18%	8%	18%	8%	11%	8%	19%	8%	16%	11%	8%
						A		A				A		A			
Not at all confident	32	32	-	-	-	29	3	30	2	23	6	21	2	21	5	5	27
	2%	2%	-	-	-	2%	5%	2%	7%	2%	3%	2%	6%	1%	6%	3%	2%
						a		A				a		A			
Don't know	8	8	-	-	-	7	1	8	-	7	1	7	1	7	-	-	8
	*	*	-	-	-	*	2%	*	-	1%	1%	1%	3%	*	-	-	1%
<b>Nets</b>																	
Confident	1478	1478	-	-	-	1433	42	1446	22	1056	174	1028	26	1320	68	133	1345
	89%	89%	-	-	-	90%	75%	90%	75%	89%	85%	90%	73%	90%	79%	86%	90%
						B		B				B		B			
Not confident	167	167	-	-	-	153	13	157	7	121	29	113	9	132	18	22	145
	10%	10%	-	-	-	10%	23%	10%	25%	10%	14%	10%	24%	9%	21%	14%	10%
						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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	767	698	5	41	6	4	56	97	156	540	80	92	138	487	55	7
	46%	47%	28%	45%	38%	58%	42%	38%	41%	46%	39%	45%	49%	47%	38%	40%
		b								b			B	B		
Fairly confident	712	637	10	42	7	2	61	131	174	516	94	92	112	449	67	9
	43%	43%	54%	46%	44%	28%	46%	51%	46%	44%	46%	45%	40%	43%	46%	49%
Not very confident	135	112	3	8	3	1	15	24	40	98	23	17	23	80	18	2
	8%	8%	18%	9%	18%	14%	11%	10%	11%	8%	11%	8%	8%	8%	12%	11%
			a												a	
Not at all confident	32	29	-	1	-	-	1	3	6	23	6	4	6	19	4	-
	2%	2%	-	1%	-	-	1%	1%	2%	2%	3%	2%	2%	2%	3%	-
Don't know	8	8	-	-	-	-	-	-	-	7	1	-	-	7	1	-
	*	1%	-	-	-	-	-	-	-	1%	1%	-	-	1%	1%	-
<b>Nets</b>																
Confident	1478	1334	15	83	13	6	117	228	330	1056	174	184	251	936	122	16
	89%	90%	82%	90%	82%	86%	88%	89%	88%	89%	85%	90%	90%	90%	84%	89%
														B		
Not confident	167	141	3	9	3	1	16	27	46	121	29	21	29	100	22	2
	10%	9%	18%	10%	18%	14%	12%	11%	12%	10%	14%	10%	10%	10%	15%	11%
											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?

#### Dentists

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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	804	342	462	117	152	217	204	114	57	115	93	61	58	38	55	101	61	640	48	73	44	804
	49%	48%	49%	42%	42%	50%	53%	60%	59%	51%	48%	46%	46%	42%	42%	43%	44%	47%	59%	60%	56%	49%
						aB	AB	ABC	cdeFGHI	h								Ae	AE			
Fairly confident	662	290	372	126	166	172	144	53	35	89	83	51	52	37	60	101	63	571	25	37	30	662
	40%	40%	40%	46%	46%	39%	37%	28%	36%	39%	43%	38%	42%	41%	46%	43%	44%	42%	31%	31%	38%	40%
				cDE	CDE	E	E											bC			bC	
Not very confident	115	49	66	26	27	34	19	9	3	14	9	12	10	9	12	20	11	99	5	7	3	115
	7%	7%	7%	9%	8%	8%	5%	5%	3%	6%	5%	9%	8%	10%	9%	8%	8%	7%	6%	6%	4%	7%
				De		d						ac		ac	a	a						
Not at all confident	32	16	15	2	11	10	8	-	-	3	1	5	3	4	1	9	3	28	-	2	1	32
	2%	2%	2%	1%	3%	2%	2%	-	-	1%	*	4%	2%	4%	1%	4%	2%	2%	-	2%	1%	2%
					AE	e	e					aC		AbCg		abCg						
Don't know	40	20	19	6	2	5	13	14	2	6	7	4	2	2	3	5	3	35	3	1	1	40
	2%	3%	2%	2%	1%	1%	3%	7%	2%	3%	4%	3%	2%	2%	2%	2%	2%	3%	4%	1%	1%	2%
				b			BC	ABCD					Ac	AbC	a	AbC	Ac					
<b>Nets</b>																						
Confident	1466	632	834	244	318	390	348	168	92	204	176	112	110	75	115	202	124	1210	73	109	73	1466
	89%	88%	89%	88%	89%	89%	90%	88%	95%	90%	91%	84%	88%	83%	88%	86%	88%	88%	90%	91%	94%	89%
									DeFgHi	d	dth											
Not confident	147	65	82	28	38	44	28	9	3	17	10	17	13	13	13	29	14	128	5	10	4	147
	9%	9%	9%	10%	11%	10%	7%	5%	3%	7%	5%	13%	10%	14%	10%	12%	10%	9%	6%	8%	5%	9%
				e	dE	E						AbC	Ac	AbC	a	AbC	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

### 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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
804	350	53	60	17	4	10	25	268
49%	46%	45%	51%	48%	32%	31%	40%	57%
			F					ABeFG
662	342	49	44	12	8	14	28	154
40%	44%	42%	37%	34%	68%	44%	45%	33%
	H	h			bCDH		h	
115	52	13	9	5	-	7	6	22
7%	7%	11%	7%	13%	-	22%	9%	5%
		aH		H		ACegH		
32	16	3	4	-	-	1	1	6
2%	2%	3%	3%	-	-	3%	2%	1%
40	9	-	2	2	-	-	3	22
2%	1%	-	2%	6%	-	-	4%	5%
				AB			AB	AB
1466	692	102	104	29	11	24	53	422
89%	90%	86%	88%	81%	100%	75%	85%	89%
	F		f		f			F
147	67	16	12	5	-	8	7	28
9%	9%	14%	10%	13%	-	25%	11%	6%
	h	aH	h			ACegH		

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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	804	115	231	112	151	61	58	151	377	160	37	-	88	146	30	90	83	789	12
	49%	52%	51%	41%	49%	47%	43%	51%	47%	46%	49%	-	48%	50%	48%	52%	41%	49%	28%
		Cf	Cf		C									E		E		B	
Fairly confident	662	85	181	136	117	48	55	123	319	150	30	1	84	107	29	56	95	644	13
	40%	38%	40%	49%	38%	37%	41%	42%	40%	43%	40%	100%	46%	37%	46%	32%	46%	40%	31%
				ABDE									BD		d		BD		
Not very confident	115	19	24	19	25	10	10	15	66	21	2	-	5	24	4	13	18	103	11
	7%	8%	5%	7%	8%	8%	8%	5%	8%	6%	2%	-	3%	8%	6%	8%	9%	6%	27%
									ad					A		A	A		A
Not at all confident	32	1	10	5	4	3	5	2	16	11	2	-	3	7	-	3	6	28	4
	2%	*	2%	2%	1%	2%	4%	1%	2%	3%	3%	-	2%	2%	-	2%	3%	2%	9%
			a				A			A									A
Don't know	40	3	3	5	9	8	8	4	20	3	4	-	3	7	-	10	3	37	2
	2%	1%	1%	2%	3%	6%	6%	2%	3%	1%	5%	-	2%	2%	-	6%	2%	2%	5%
					B	ABCd	ABC		c		aC					abcE			
<b>Nets</b>																			
Confident	1466	200	412	249	268	109	113	273	696	310	66	1	172	253	59	145	178	1433	24
	89%	90%	92%	90%	88%	84%	83%	93%	87%	90%	90%	100%	94%	87%	94%	85%	87%	90%	59%
		ef	dEF	ef				B					BDE		d			B	
Not confident	147	20	34	24	29	13	15	17	81	33	4	-	8	31	4	16	24	131	15
	9%	9%	8%	9%	10%	10%	11%	6%	10%	9%	5%	-	4%	11%	6%	10%	12%	8%	36%
									A	a				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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
100%	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	804	804	-	-	-	780	22	788	9	581	100	568	12	720	32	65	739
49%	49%	49%	-	-	-	49%	39%	49%	31%	49%	49%	49%	32%	49%	38%	42%	49%
								b				B		B		a	
Fairly confident	662	662	-	-	-	640	21	645	12	459	84	450	14	585	39	68	594
40%	40%	40%	-	-	-	40%	37%	40%	42%	39%	41%	39%	38%	40%	45%	44%	40%
Not very confident	115	115	-	-	-	107	7	110	4	87	13	77	9	99	11	15	100
7%	7%	7%	-	-	-	7%	13%	7%	14%	7%	6%	7%	25%	7%	13%	10%	7%
							a					A		A			
Not at all confident	32	32	-	-	-	28	4	29	3	25	5	21	2	22	4	4	28
2%	2%	2%	-	-	-	2%	7%	2%	10%	2%	2%	2%	5%	2%	4%	3%	2%
							A		A					A			
Don't know	40	40	-	-	-	38	2	39	1	32	2	32	-	32	-	3	37
2%	2%	2%	-	-	-	2%	4%	2%	3%	3%	1%	3%	-	2%	-	2%	2%
<b>Nets</b>																	
Confident	1466	1466	-	-	-	1420	43	1433	21	1040	184	1018	25	1305	71	133	1333
89%	89%	89%	-	-	-	89%	77%	89%	73%	88%	90%	89%	70%	89%	83%	86%	89%
						B		B				B		b			
Not confident	147	147	-	-	-	135	11	139	7	112	18	99	11	122	15	19	128
9%	9%	9%	-	-	-	8%	20%	9%	24%	9%	9%	9%	30%	8%	17%	12%	9%
							A		A			A		A			

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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18	
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very confident	804	727	6	44	8	5	63	120	178	581	100	101	134	505	75	9	
	49%	49%	33%	48%	49%	72%	47%	47%	47%	49%	49%	49%	48%	48%	52%	51%	
						b											
Fairly confident	662	598	9	32	6	2	49	106	161	459	84	81	121	407	59	6	
	40%	40%	51%	35%	37%	28%	37%	42%	43%	39%	41%	40%	43%	39%	41%	33%	
Not very confident	115	97	3	10	2	-	15	23	29	87	13	14	17	78	8	1	
	7%	7%	16%	11%	14%	-	11%	9%	8%	7%	6%	7%	6%	7%	6%	5%	
			a				A										
Not at all confident	32	26	-	3	-	-	3	4	5	25	5	6	3	23	1	2	
	2%	2%	-	3%	-	-	2%	2%	1%	2%	2%	3%	1%	2%	1%	11%	
																AB	
Don't know	40	35	-	3	-	-	3	2	2	32	2	3	5	30	2	-	
	2%	2%	-	3%	-	-	2%	1%	1%	3%	1%	1%	2%	3%	1%	-	
<b>Nets</b>																	
Confident	1466	1325	15	76	14	7	112	226	340	1040	184	182	255	912	134	15	
	89%	89%	84%	83%	86%	100%	84%	89%	90%	88%	90%	89%	91%	88%	93%	84%	
		Cf													a		
Not confident	147	123	3	13	2	-	18	27	34	112	18	19	20	101	9	3	
	9%	8%	16%	14%	14%	-	14%	11%	9%	9%	9%	9%	7%	10%	6%	16%	
				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?

### Opticians

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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656	
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very confident	958	415	544	136	193	251	246	132	75	122	109	73	68	54	66	129	85	781	54	77	46	958	
	58%	58%	58%	49%	54%	57%	63%	69%	76%	54%	56%	55%	55%	60%	51%	55%	60%	57%	67%	64%	59%	58%	
						A	ABc	ABC	BCDEFGHI									a					
Fairly confident	642	275	367	129	150	175	132	56	22	95	77	57	52	32	58	100	54	548	27	38	29	642	
	39%	38%	39%	47%	42%	40%	34%	29%	23%	42%	40%	43%	41%	36%	44%	42%	38%	40%	33%	32%	38%	39%	
				cDE	DE	dE				A	A	A	A	A	A	A	A	c					
Not very confident	37	24	14	9	10	8	7	2	-	8	4	1	5	3	5	5	1	32	-	4	2	37	
	2%	3%	1%	3%	3%	2%	2%	1%	-	4%	2%	1%	4%	3%	4%	2%	1%	2%	-	3%	2%	2%	
		B								ai			Adi	a	adi								
Not at all confident	4	1	3	-	1	1	2	-	-	-	1	-	-	-	-	1	1	3	-	1	-	4	
	*	*	*	-	*	*	*	-	-	-	*	-	-	-	-	*	1%	*	-	1%	-	*	
Don't know	11	3	8	3	3	4	1	-	1	1	2	2	-	1	2	1	-	10	-	-	1	11	
	1%	*	1%	1%	1%	1%	*	-	1%	*	1%	2%	-	1%	2%	*	-	1%	-	-	1%	1%	
<b>Nets</b>																							
Confident	1601	690	911	265	343	426	378	188	97	217	187	130	120	86	124	229	139	1329	81	116	76	1601	
	97%	96%	97%	96%	96%	97%	97%	99%	99%	96%	96%	98%	96%	96%	95%	97%	99%	97%	100%	96%	97%	97%	
							ab		g							g		acd					
Not confident	41	25	17	9	11	9	9	2	-	8	5	1	5	3	5	6	2	35	-	5	2	41	
	2%	3%	2%	3%	3%	2%	2%	1%	-	4%	3%	1%	4%	3%	4%	2%	1%	3%	-	4%	2%	2%	
		B								a			Ad	a	ad				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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
958	429	59	68	17	6	11	35	313
58%	56%	50%	58%	48%	49%	34%	57%	67%
	F		F				F	ABcDF
642	312	52	47	16	6	19	25	150
39%	41%	44%	40%	46%	51%	60%	40%	32%
	H	H		h		ACgH		
37	21	5	3	-	-	1	1	6
2%	3%	4%	2%	-	-	3%	2%	1%
	h	H						
4	2	-	-	-	-	-	-	2
*	*	-	-	-	-	-	-	*
11	5	2	-	2	-	1	1	-
1%	1%	2%	-	6%	-	3%	2%	-
	h	H		ACH		CH	H	
1601	741	111	115	33	11	30	60	464
97%	96%	94%	98%	94%	100%	94%	97%	98%
								ABdf
41	23	5	3	-	-	1	1	8
2%	3%	4%	2%	-	-	3%	2%	2%
		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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	958	125	257	157	184	77	73	166	461	200	43	1	116	175	37	109	124	958	-
	58%	56%	57%	56%	60%	59%	54%	56%	58%	58%	58%	100%	63%	60%	59%	63%	61%	60%	-
																		B	
Fairly confident	642	90	179	109	116	47	59	115	316	138	28	-	64	105	25	61	71	642	-
	39%	40%	40%	39%	38%	36%	43%	39%	40%	40%	38%	-	35%	36%	39%	35%	35%	40%	-
																		B	
Not very confident	37	6	9	10	4	5	1	9	18	5	2	-	1	6	-	1	7	-	37
	2%	3%	2%	3%	1%	4%	1%	3%	2%	1%	3%	-	*	2%	-	1%	3%	-	91%
				d													Ad		A
Not at all confident	4	-	2	-	1	-	1	1	2	-	1	-	3	2	1	1	2	-	4
	*	-	*	-	*	-	1%	*	*	-	1%	-	2%	1%	2%	1%	1%	-	9%
											C								A
Don't know	11	1	3	2	1	1	2	5	1	3	-	-	-	4	-	-	1	-	-
	1%	*	1%	1%	*	1%	1%	2%	*	1%	-	-	-	1%	-	-	*	-	-
								B		b									
<b>Nets</b>																			
Confident	1601	215	436	266	300	125	132	280	778	338	71	1	179	280	62	169	195	1601	-
	97%	97%	97%	96%	98%	96%	97%	95%	97%	98%	96%	100%	98%	96%	98%	99%	95%	100%	-
									A	a						be		B	
Not confident	41	6	11	10	5	5	2	10	19	5	3	-	4	8	1	2	9	-	41
	2%	3%	2%	3%	2%	4%	1%	3%	2%	1%	4%	-	2%	3%	2%	1%	4%	-	100%
																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

### 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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	958	958	-	-	-	944	13	944	6	700	124	694	8	867	31	73	885
	58%	58%	-	-	-	59%	22%	59%	20%	59%	61%	60%	22%	59%	36%	47%	59%
						B		B				B		B		A	
Fairly confident	642	642	-	-	-	610	31	622	17	453	73	427	24	555	44	71	571
	39%	39%	-	-	-	38%	55%	39%	59%	38%	36%	37%	65%	38%	51%	46%	38%
						A		A				A		A		b	
Not very confident	37	37	-	-	-	26	12	30	6	25	6	21	5	26	10	7	30
	2%	2%	-	-	-	2%	21%	2%	20%	2%	3%	2%	13%	2%	11%	5%	2%
						A		A				A		A		B	
Not at all confident	4	4	-	-	-	3	1	4	-	3	2	3	-	2	-	1	3
	*	*	-	-	-	*	2%	*	-	*	1%	*	-	*	-	1%	*
						A											
Don't know	11	11	-	-	-	11	-	11	-	4	-	4	-	9	1	2	9
	1%	1%	-	-	-	1%	-	1%	-	*	-	*	-	1%	1%	1%	1%
<b>Nets</b>																	
Confident	1601	1601	-	-	-	1554	43	1566	23	1153	196	1120	31	1422	75	144	1456
	97%	97%	-	-	-	98%	77%	97%	80%	97%	96%	98%	87%	97%	88%	93%	97%
						B		B				B		B		A	
Not confident	41	41	-	-	-	28	13	34	6	28	8	24	5	28	10	8	33
	2%	2%	-	-	-	2%	23%	2%	20%	2%	4%	2%	13%	2%	11%	5%	2%
						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

	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	958	890	2	43	7	2	54	131	208	700	124	111	155	607	96	9
	58%	60%	11%	47%	44%	28%	41%	51%	55%	59%	61%	54%	55%	58%	66%	51%
		BCeF		B	B		B								a	
Fairly confident	642	551	16	42	8	4	70	109	155	453	73	82	113	409	44	8
	39%	37%	89%	45%	49%	58%	52%	43%	41%	38%	36%	40%	40%	39%	30%	43%
			ACDeF				A							B		
Not very confident	37	29	-	6	1	-	7	10	10	25	6	8	6	22	4	1
	2%	2%	-	6%	7%	-	5%	4%	3%	2%	3%	4%	2%	2%	3%	6%
				A			A									
Not at all confident	4	4	-	-	-	-	-	1	-	3	2	2	1	1	2	-
	*	*	-	-	-	-	-	*	-	*	1%	1%	*	*	1%	-
															A	
Don't know	11	9	-	1	-	1	2	4	3	4	-	2	5	4	-	-
	1%	1%	-	1%	-	14%	2%	2%	1%	*	-	1%	2%	*	-	-
						ACF							Ab			
<b>Nets</b>																
Confident	1601	1441	18	85	15	6	124	240	363	1153	196	193	268	1016	139	17
	97%	97%	100%	92%	93%	86%	93%	94%	97%	97%	96%	94%	96%	97%	96%	94%
		CeF								C						
Not confident	41	33	-	6	1	-	7	11	10	28	8	10	7	23	6	1
	2%	2%	-	6%	7%	-	5%	4%	3%	2%	4%	5%	2%	2%	4%	6%
				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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	901	393	508	124	169	231	245	132	65	130	104	75	62	40	58	116	82	731	55	70	46	901
	55%	55%	54%	45%	47%	53%	63%	69%	66%	57%	54%	56%	49%	44%	44%	49%	58%	53%	68%	58%	58%	55%
						A	ABC	ABC	CEFGH	FGh	g	fG					FGh		AE			
Fairly confident	662	282	380	131	170	190	124	46	30	85	83	51	58	43	61	104	53	568	21	43	29	662
	40%	39%	41%	47%	48%	43%	32%	24%	31%	38%	43%	38%	47%	48%	47%	44%	37%	41%	26%	36%	37%	40%
				DE	DE	DE	e				A		A	Ab	Ab	A		B				B
Not very confident	61	29	32	13	15	13	11	8	1	6	5	4	4	5	9	11	5	50	4	4	3	61
	4%	4%	3%	5%	4%	3%	3%	4%	1%	3%	3%	3%	3%	5%	7%	5%	4%	4%	5%	3%	4%	4%
															Abc							
Not at all confident	3	1	2	2	1	-	-	-	-	1	-	1	-	-	-	1	-	3	-	-	-	3
	*	*	*	1%	*	-	-	-	-	*	-	1%	-	-	-	*	-	*	-	-	-	*
				cd																		
Don't know	25	12	13	7	2	4	7	5	2	4	2	2	1	2	3	4	1	21	1	3	-	25
	2%	2%	1%	3%	1%	1%	2%	2%	2%	2%	1%	1%	1%	2%	2%	2%	1%	2%	2%	2%	-	2%
				Bc				b														
<b>Nets</b>																						
Confident	1563	675	888	255	339	421	370	178	94	215	186	126	120	83	119	220	135	1299	76	113	75	1563
	95%	94%	95%	92%	95%	96%	95%	94%	97%	95%	96%	95%	96%	92%	91%	93%	96%	95%	94%	94%	96%	95%
						A	a		g		G											
Not confident	64	30	34	15	16	13	11	8	1	7	5	5	4	5	9	12	5	53	4	4	3	64
	4%	4%	4%	6%	5%	3%	3%	4%	1%	3%	3%	4%	3%	5%	7%	5%	4%	4%	5%	3%	4%	4%
				d											Ac	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

### 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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
901	377	60	61	13	10	13	32	310
55%	49%	51%	51%	37%	91%	40%	51%	66%
					ABCDFGh			ABCDFG
662	347	51	52	18	-	18	28	138
40%	45%	43%	44%	51%	-	57%	45%	29%
	EH	EH	EH	EH		EH	EH	E
61	30	7	5	3	-	-	2	14
4%	4%	6%	4%	7%	-	-	3%	3%
		h						
3	2	-	-	-	-	1	-	-
*	*	-	-	-	-	3%	-	-
						AbCH		
25	11	-	1	2	1	-	-	9
2%	1%	-	1%	6%	9%	-	-	2%
				aBcg	ABCfG			
1563	724	111	112	31	10	31	60	448
95%	94%	94%	95%	87%	91%	97%	97%	95%
	d						d	d
64	32	7	5	3	-	1	2	14
4%	4%	6%	4%	7%	-	3%	3%	3%
		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?

## 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 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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	901	124	218	141	175	76	77	160	416	197	42	1	109	169	42	110	93	885	15
	55%	56%	48%	51%	57%	58%	57%	54%	52%	57%	56%	100%	60%	58%	67%	64%	45%	55%	35%
		b			B	B	b						E	E	E	E		B	
Fairly confident	662	82	208	116	117	47	52	120	336	130	29	-	63	106	19	50	98	638	15
	40%	37%	46%	42%	38%	36%	39%	41%	42%	38%	40%	-	35%	36%	30%	29%	48%	40%	37%
			ADE														ABCD		
Not very confident	61	9	18	14	12	6	2	11	30	15	2	-	5	9	1	7	7	51	10
	4%	4%	4%	5%	4%	5%	1%	4%	4%	4%	3%	-	3%	3%	1%	4%	4%	3%	24%
			f															A	
Not at all confident	3	-	-	2	-	-	1	-	3	-	-	-	1	1	-	1	1	3	-
	*	-	-	1%	-	-	1%	-	*	-	-	-	1%	*	-	1%	*	*	-
				b			b												
Don't know	25	8	5	5	2	1	3	3	13	4	1	-	5	6	1	3	6	23	1
	2%	4%	1%	2%	1%	1%	2%	1%	2%	1%	2%	-	3%	2%	2%	2%	3%	1%	3%
		BD																	
<b>Nets</b>																			
Confident	1563	205	426	257	292	123	129	280	752	327	71	1	173	275	61	160	191	1523	30
	95%	92%	95%	93%	95%	94%	95%	95%	94%	95%	96%	100%	94%	94%	97%	93%	93%	95%	73%
																		B	
Not confident	64	9	18	16	12	6	3	11	34	15	2	-	6	10	1	8	8	54	10
	4%	4%	4%	6%	4%	5%	2%	4%	4%	4%	3%	-	3%	3%	1%	5%	4%	3%	24%
																		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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
100%	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	901	901	-	-	-	875	23	886	8	660	103	638	17	811	37	68	834
55%	55%	55%	-	-	-	55%	41%	55%	27%	56%	50%	56%	46%	56%	43%	44%	56%
						B		B						B		A	
Fairly confident	662	662	-	-	-	633	28	639	18	462	89	451	16	578	36	73	588
40%	40%	40%	-	-	-	40%	49%	40%	62%	39%	43%	39%	45%	40%	42%	47%	39%
									A							b	
Not very confident	61	61	-	-	-	57	4	58	2	43	9	41	2	47	9	12	49
4%	4%	4%	-	-	-	4%	7%	4%	7%	4%	4%	4%	6%	3%	11%	8%	3%
															A	B	
Not at all confident	3	3	-	-	-	3	-	3	-	3	1	3	-	3	-	-	3
*	*	*	-	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Don't know	25	25	-	-	-	24	1	24	1	17	3	16	1	20	3	2	23
2%	2%	2%	-	-	-	2%	2%	2%	4%	1%	1%	1%	3%	1%	4%	1%	2%
															a		
<b>Nets</b>																	
Confident	1563	1563	-	-	-	1508	51	1526	26	1121	191	1089	33	1389	74	141	1422
95%	95%	95%	-	-	-	95%	91%	95%	89%	95%	94%	95%	91%	95%	86%	91%	95%
														B		A	
Not confident	64	64	-	-	-	60	4	61	2	46	10	44	2	50	9	12	53
4%	4%	4%	-	-	-	4%	7%	4%	7%	4%	5%	4%	6%	3%	11%	8%	4%
														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?

#### 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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	901	822	5	46	6	2	60	132	191	660	103	116	139	584	71	9
	55%	55%	27%	50%	39%	30%	45%	52%	51%	56%	50%	57%	50%	56%	49%	50%
		BF		b						d						
Fairly confident	662	583	10	41	9	4	64	115	162	462	89	77	123	402	66	7
	40%	39%	55%	44%	55%	56%	48%	45%	43%	39%	43%	38%	44%	39%	46%	38%
						a									a	
Not very confident	61	53	3	4	-	-	7	6	16	43	9	8	12	39	4	1
	4%	4%	18%	4%	-	-	6%	2%	4%	4%	4%	4%	4%	4%	3%	6%
			ACdf													
Not at all confident	3	2	-	1	-	-	1	-	1	3	1	-	-	2	1	-
	*	*	-	1%	-	-	1%	-	*	*	*	-	-	*	1%	-
				A												
Don't know	25	23	-	-	1	1	2	2	5	17	3	4	5	15	2	1
	2%	2%	-	-	6%	14%	1%	1%	1%	1%	1%	2%	2%	1%	1%	7%
					C	ACF										a
<b>Nets</b>																
Confident	1563	1405	15	87	15	6	123	247	353	1121	191	192	263	987	138	15
	95%	95%	82%	95%	94%	86%	92%	97%	94%	95%	94%	94%	94%	95%	95%	88%
		B		b												
Not confident	64	55	3	5	-	-	8	6	17	46	10	8	12	41	5	1
	4%	4%	18%	5%	-	-	6%	2%	5%	4%	5%	4%	4%	4%	3%	6%
			Acdf													

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	1653	1337	290	13	2	10	1627	15
	100%	81%	18%	1%	*	1%	98%	1%
The health professional is qualified	1653	1519	115	8	2	8	1634	10
	100%	92%	7%	*	*	1%	99%	1%
The health professional is monitored by a regulatory body	1653	1177	375	49	14	38	1552	62
	100%	71%	23%	3%	1%	2%	94%	4%
The health professional updates their skills and knowledge regularly	1653	1259	329	26	7	32	1588	32
	100%	76%	20%	2%	*	2%	96%	2%
You don't feel rushed	1653	1050	493	68	28	14	1543	96
	100%	64%	30%	4%	2%	1%	93%	6%
You are satisfied with the quality of advice	1653	1305	311	19	6	12	1615	25
	100%	79%	19%	1%	*	1%	98%	2%
You are satisfied with the quality of treatment	1653	1363	246	26	3	14	1609	29
	100%	82%	15%	2%	*	1%	97%	2%
You feel your views are listened to	1653	1258	341	30	11	12	1600	42
	100%	76%	21%	2%	1%	1%	97%	3%
You are involved in decisions about your care	1653	1273	326	36	6	12	1599	42
	100%	77%	20%	2%	*	1%	97%	3%

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

	Total	Gender		Age					Region								Country					
		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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1337	545	792	197	290	365	324	161	86	188	151	99	101	73	111	194	117	1121	65	98	54	1337
	81%	76%	85%	71%	81%	83%	83%	85%	88%	83%	78%	75%	81%	81%	85%	82%	83%	82%	80%	81%	69%	81%
			A		A	A	A	A	CD	D					D	d	d	D		D		D
Fairly important	290	158	132	77	61	69	57	26	11	34	41	30	22	16	19	39	21	233	15	21	20	290
	18%	22%	14%	28%	17%	16%	15%	14%	11%	15%	21%	22%	18%	17%	14%	16%	15%	17%	19%	18%	26%	18%
			B	BCDE							Ab	Abg									Ae	
Not very important	13	8	5	2	5	3	3	-	1	1	1	2	1	1	1	1	-	9	-	1	3	13
	1%	1%	1%	1%	1%	1%	1%	-	1%	*	1%	1%	1%	1%	1%	*	-	1%	-	1%	4%	1%
																					AbE	
Not at all important	2	-	2	-	1	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-	1	2
	*	-	*	-	*	-	*	-	-	*	-	-	-	-	-	-	-	*	-	-	1%	*
																					AE	
Don't know	10	6	4	1	1	2	3	3	-	2	-	2	1	-	-	2	2	9	1	-	-	10
	1%	1%	*	*	*	*	1%	2%	-	1%	-	2%	1%	-	-	1%	1%	1%	1%	-	-	1%
								bc				c					c					
<b>Nets</b>																						
Important	1627	703	924	274	351	434	381	187	97	222	192	129	123	89	130	233	139	1354	80	119	74	1627
	98%	98%	99%	99%	98%	99%	98%	98%	99%	98%	99%	97%	98%	99%	99%	99%	99%	99%	99%	99%	95%	98%
											d							D		d		D
Not important	15	8	7	2	6	3	4	-	1	2	1	2	1	1	1	1	-	10	-	1	4	15
	1%	1%	1%	1%	2%	1%	1%	-	1%	1%	1%	1%	1%	1%	1%	*	-	1%	-	1%	5%	1%
					e																ABcE	

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 communicates well with you

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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1337	605	101	94	23	9	27	54	398
81%	79%	86%	79%	65%	75%	84%	86%	84%
	d	aD	d			d	D	AD
290	152	17	22	12	2	5	7	65
18%	20%	14%	19%	35%	18%	16%	11%	14%
	gH			ABcGH				
13	8	-	1	-	1	-	2	1
1%	1%	-	1%	-	7%	-	3%	*
	h				aBcH		bH	
2	1	-	-	-	-	-	-	1
*	*	-	-	-	-	-	-	*
10	2	-	1	-	-	-	-	6
1%	*	-	1%	-	-	-	-	1%
								A
1627	757	118	116	35	11	32	60	463
98%	99%	100%	98%	100%	93%	100%	97%	98%
		Eg						
15	9	-	1	-	1	-	2	2
1%	1%	-	1%	-	7%	-	3%	*
					aBcH		bH	

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
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1337	184	353	229	243	108	109	222	653	291	62	-	152	234	53	142	168	1298	30
	81%	83%	78%	83%	79%	83%	80%	75%	82%	84%	83%	-	83%	80%	84%	83%	82%	81%	73%
									A	A									
Fairly important	290	35	89	45	60	22	21	63	138	52	11	1	28	52	8	28	33	279	9
	18%	16%	20%	16%	20%	17%	16%	21%	17%	15%	15%	100%	15%	18%	13%	16%	16%	17%	21%
								C											
Not very important	13	2	4	1	2	-	3	5	3	2	1	-	1	2	1	2	2	11	2
	1%	1%	1%	*	1%	-	2%	2%	*	1%	1%	-	1%	1%	2%	1%	1%	1%	5%
							c	B										A	
Not at all important	2	-	1	-	-	-	1	2	-	-	-	-	-	1	-	-	1	2	-
	*	-	*	-	-	-	1%	1%	-	-	-	-	-	*	-	-	1%	*	-
								B											
Don't know	10	1	2	2	1	-	1	2	5	1	-	-	2	2	1	-	1	10	-
	1%	*	*	1%	*	-	1%	1%	1%	*	-	-	1%	1%	2%	-	*	1%	-
<b>Nets</b>																			
Important	1627	219	442	274	303	130	130	286	790	343	73	1	180	286	61	169	201	1577	39
	98%	99%	98%	99%	99%	100%	96%	97%	99%	99%	99%	100%	98%	98%	97%	99%	98%	99%	95%
				f	F	F			A	A								b	
Not important	15	2	5	1	2	-	4	7	3	2	1	-	1	3	1	2	3	13	2
	1%	1%	1%	*	1%	-	3%	2%	*	1%	1%	-	1%	1%	2%	1%	2%	1%	5%
							Cde	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?

#### 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	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1337	1337	-	-	-	1295	40	1311	17	974	157	944	27	1184	68	114	1224
	81%	81%	-	-	-	81%	71%	81%	59%	82%	77%	82%	76%	81%	80%	73%	82%
						b		B		b						A	
Fairly important	290	290	-	-	-	272	16	276	11	195	44	187	9	254	18	36	254
	18%	18%	-	-	-	17%	29%	17%	38%	16%	21%	16%	24%	17%	20%	23%	17%
						A		A		a						b	
Not very important	13	13	-	-	-	13	-	12	1	6	2	8	-	13	-	5	8
	1%	1%	-	-	-	1%	-	1%	3%	*	1%	1%	-	1%	-	3%	1%
																B	
Not at all important	2	2	-	-	-	2	-	2	-	1	-	1	-	1	-	-	2
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Don't know	10	10	-	-	-	10	-	10	-	8	1	8	-	7	-	-	10
	1%	1%	-	-	-	1%	-	1%	-	1%	*	1%	-	*	-	-	1%
<b>Nets</b>																	
Important	1627	1627	-	-	-	1567	56	1586	28	1169	201	1131	36	1438	86	149	1478
	98%	98%	-	-	-	98%	100%	98%	97%	99%	99%	99%	100%	99%	100%	97%	99%
																a	
Not important	15	15	-	-	-	15	-	14	1	7	2	9	-	14	-	5	10
	1%	1%	-	-	-	1%	-	1%	3%	1%	1%	1%	-	1%	-	3%	1%
																B	

Columns Tested: A,B,C,D - 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

	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1337	1206	14	69	12	6	101	192	302	974	157	168	209	858	114	17
	81%	81%	78%	75%	74%	86%	76%	75%	80%	bD	77%	82%	75%	82%	79%	95%
										D						
Fairly important	290	253	2	23	4	1	30	58	71	195	44	31	66	171	27	1
	18%	17%	11%	25%	26%	14%	23%	23%	19%	16%	21%	15%	24%	16%	19%	5%
				A							a		AC			
Not very important	13	11	2	-	-	-	2	4	2	6	2	4	2	6	2	-
	1%	1%	11%	-	-	-	2%	2%	1%	*	1%	2%	1%	1%	1%	-
			ACF									A				
Not at all important	2	2	-	-	-	-	-	-	1	1	-	-	1	1	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	*	*	-	-
Don't know	10	10	-	-	-	-	-	-	-	8	1	1	1	7	1	-
	1%	1%	-	-	-	-	-	-	-	1%	*	*	*	1%	1%	-
<b>Nets</b>																
Important	1627	1460	16	92	16	7	131	251	373	1169	201	200	275	1028	142	18
	98%	98%	89%	100%	100%	100%	98%	98%	99%	99%	99%	98%	98%	99%	98%	100%
		B		B			B									
Not important	15	13	2	-	-	-	2	4	3	7	2	4	3	7	2	-
	1%	1%	11%	-	-	-	2%	2%	1%	1%	1%	2%	1%	1%	1%	-
			ACF									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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1519	636	882	228	329	420	361	181	91	213	179	114	116	85	118	220	130	1266	74	107	72	1519
	92%	89%	94%	82%	92%	96%	93%	95%	93%	94%	92%	86%	93%	95%	90%	93%	92%	92%	92%	89%	92%	92%
			A		A	ABd	A	A	d	D	d		d	D		D	d					
Fairly important	115	68	48	44	24	17	24	6	7	12	14	15	8	3	11	15	8	92	4	12	6	115
	7%	9%	5%	16%	7%	4%	6%	3%	7%	5%	7%	11%	6%	3%	8%	6%	5%	7%	6%	10%	8%	7%
		B		BCDE	c		c					BFhi										
Not very important	8	6	2	3	3	2	-	-	-	-	-	3	-	2	1	1	-	7	-	1	-	8
	*	1%	*	1%	1%	*	-	-	-	-	-	2%	-	2%	1%	*	-	1%	-	1%	-	*
		b		D	d							BCei		BCei								
Not at all important	2	1	1	-	1	-	1	-	-	-	-	-	-	-	1	-	1	2	-	-	-	2
	*	*	*	-	*	-	*	-	-	-	-	-	-	-	1%	-	1%	*	-	-	-	*
Don't know	8	6	2	2	1	-	2	3	-	1	1	1	1	-	-	-	2	6	2	-	-	8
	1%	1%	*	1%	*	-	1%	2%	-	1%	1%	1%	1%	-	-	-	1%	*	3%	-	-	1%
		b		c			bC									h			AcE			
<b>Nets</b>																						
Important	1634	704	930	272	353	437	385	187	98	225	192	129	124	88	129	235	138	1358	79	119	78	1634
	99%	98%	99%	98%	99%	100%	99%	98%	100%	99%	99%	97%	99%	98%	98%	100%	98%	99%	97%	99%	100%	99%
			A			ae			d	D	d					D						
Not important	10	7	3	3	4	2	1	-	-	-	-	3	-	2	2	1	1	9	-	1	-	10
	1%	1%	*	1%	1%	*	*	-	-	-	-	2%	-	2%	2%	*	1%	1%	-	1%	-	1%
												BCe		BCe	bc							

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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1519	702	111	110	28	9	27	56	444
92%	91%	94%	93%	79%	82%	84%	90%	94%
	D	Df	D					aDeF
115	60	4	6	8	2	5	5	21
7%	8%	3%	5%	21%	18%	16%	8%	4%
	bH			ABCgH	BcH	BCH		
8	5	2	1	-	-	-	-	-
*	1%	2%	1%	-	-	-	-	-
	h	H	h					
2	-	1	-	-	-	-	-	1
*	-	1%	-	-	-	-	-	*
		A						
8	1	-	1	-	-	-	1	5
1%	*	-	1%	-	-	-	2% A	1% A
1634	762	115	116	35	11	32	61	465
99%	99%	97%	98%	100%	100%	100%	98%	99%
	b							
10	5	3	1	-	-	-	-	1
1%	1%	3%	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?

#### The health professional is qualified

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	1656	226	449	279	307	130	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1519	204	417	257	282	118	267	737	329	66	1	172	265	60	163	191	1478	30
	92%	92%	93%	93%	92%	91%	90%	92%	95%	89%	100%	94%	91%	95%	95%	93%	92%	73%
								Abd									B	
Fairly important	115	16	27	18	23	11	23	55	14	8	-	9	24	1	7	10	108	7
	7%	7%	6%	7%	8%	8%	8%	7%	4%	11%	-	5%	8%	2%	4%	5%	7%	17%
							C	c		C			cd					A
Not very important	8	1	4	1	1	-	3	3	1	-	-	1	1	1	1	3	5	3
	*	*	1%	*	*	-	1%	*	*	-	-	1%	*	2%	1%	2%	*	8%
																	A	
Not at all important	2	-	1	-	-	1	-	1	1	-	-	-	-	-	-	-	2	-
	*	-	*	-	-	1%	-	*	*	-	-	-	-	-	-	-	*	-
Don't know	8	2	1	1	-	-	2	2	1	-	-	2	1	1	1	1	7	1
	1%	1%	*	*	-	-	1%	*	*	-	-	1%	*	2%	1%	*	*	3%
		d				bD											A	
<b>Nets</b>																		
Important	1634	219	443	275	305	129	290	792	343	74	1	180	289	61	169	201	1586	37
	99%	99%	99%	99%	100%	99%	98%	99%	99%	100%	100%	98%	99%	97%	99%	98%	99%	90%
					F												B	
Not important	10	1	5	1	1	1	3	4	2	-	-	1	1	1	1	3	7	3
	1%	*	1%	*	*	1%	1%	1%	1%	-	-	1%	*	2%	1%	2%	*	8%
																	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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1519	1519	-	-	-	1470	46	1488	20	1099	181	1064	32	1343	76	119	1399
	92%	92%	-	-	-	92%	81%	92%	68%	93%	89%	93%	88%	92%	88%	77%	93%
						B		B		B							A
Fairly important	115	115	-	-	-	107	7	108	6	73	20	73	2	102	8	28	87
	7%	7%	-	-	-	7%	13%	7%	21%	6%	10%	6%	6%	7%	9%	18%	6%
						a		A		a						B	
Not very important	8	8	-	-	-	7	1	7	1	6	2	6	-	6	-	6	2
	*	*	-	-	-	*	2%	*	3%	1%	1%	1%	-	*	-	4%	*
									A							B	
Not at all important	2	2	-	-	-	1	1	1	1	-	1	-	1	1	1	1	1
	*	*	-	-	-	*	2%	*	3%	-	1%	-	3%	*	1%	1%	*
							A		A		A		A		A	B	
Don't know	8	8	-	-	-	7	1	6	1	5	-	4	1	6	1	-	8
	1%	1%	-	-	-	*	2%	*	4%	*	-	*	3%	*	1%	-	1%
							a		A				A				
<b>Nets</b>																	
Important	1634	1634	-	-	-	1577	53	1597	26	1173	201	1138	34	1446	84	147	1487
	99%	99%	-	-	-	99%	94%	99%	89%	99%	99%	99%	94%	99%	97%	95%	99%
						B		B				B				A	
Not important	10	10	-	-	-	8	2	8	2	6	3	6	1	7	1	7	3
	1%	1%	-	-	-	1%	4%	*	7%	1%	1%	1%	3%	*	1%	5%	*
							A		A				a			B	

Columns Tested: A,B,C,D - 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			
		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%	Total	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1519	1376	16	74	14	7	111	228	343	1099	181	183	254	967	131	18
	92%	93%	89%	80%	86%	100%	83%	89%	91%	93%	89%	89%	91%	93%	90%	100%
		CF								Bc						
Fairly important	115	92	2	15	2	-	19	24	30	73	20	19	20	66	12	-
	7%	6%	11%	16%	14%	-	14%	10%	8%	6%	10%	10%	7%	6%	8%	-
				A			A				a	a				
Not very important	8	6	-	2	-	-	2	3	2	6	2	2	2	5	1	-
	*	*	-	2%	-	-	1%	1%	1%	1%	1%	1%	1%	*	1%	-
				A			a									
Not at all important	2	1	-	1	-	-	1	-	-	-	1	-	1	-	1	-
	*	*	-	1%	-	-	1%	-	-	-	1%	-	*	-	1%	-
				A			A				A		A		A	
Don't know	8	8	-	-	-	-	-	-	1	5	-	-	2	5	-	-
	1%	1%	-	-	-	-	-	-	*	*	-	-	1%	1%	-	-
<b>Nets</b>																
Important	1634	1468	18	89	16	7	130	252	373	1173	201	202	275	1032	143	18
	99%	99%	100%	97%	100%	100%	98%	99%	99%	99%	99%	99%	98%	99%	99%	100%
		c														
Not important	10	7	-	3	-	-	3	3	2	6	3	2	3	5	2	-
	1%	*	-	3%	-	-	2%	1%	1%	1%	1%	1%	1%	*	1%	-
				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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1177	466	711	156	262	333	286	141	78	155	137	91	96	59	98	168	99	981	57	86	54	1177
	71%	65%	76%	56%	73%	76%	74%	74%	80%	68%	71%	68%	77%	65%	75%	71%	70%	71%	70%	71%	69%	71%
			A		A	A	A	A	BdF				bf									
Fairly important	375	190	185	98	85	85	77	30	17	57	43	35	22	23	26	57	34	315	14	28	18	375
	23%	27%	20%	35%	24%	19%	20%	16%	18%	25%	22%	26%	18%	26%	20%	24%	24%	23%	17%	23%	24%	23%
			B	BCDE	E				e			e										
Not very important	49	29	20	12	5	10	13	8	-	8	6	5	3	5	2	4	5	38	3	5	3	49
	3%	4%	2%	4%	1%	2%	3%	4%	-	4%	3%	4%	2%	5%	2%	2%	3%	3%	4%	4%	3%	3%
			B	B			b	b		a	a	a		Ah		a						
Not at all important	14	10	4	2	3	5	2	1	-	3	-	-	1	2	2	1	-	9	1	1	3	14
	1%	1%	*	1%	1%	1%	1%	1%	-	1%	-	-	1%	2%	1%	*	-	1%	2%	1%	4%	1%
			B							c				Cdi	c						AE	
Don't know	38	22	15	9	3	5	11	10	3	3	7	2	3	1	3	5	3	31	6	1	-	38
	2%	3%	2%	3%	1%	1%	3%	5%	3%	1%	4%	2%	2%	1%	2%	2%	2%	2%	7%	1%	-	2%
			B	BC			bc	BC										ACDE				
<b>Nets</b>																						
Important	1552	656	896	254	347	418	363	171	95	212	180	126	118	82	124	226	133	1296	71	113	73	1552
	94%	91%	96%	91%	97%	95%	93%	90%	97%	94%	93%	95%	94%	91%	95%	96%	94%	94%	87%	94%	93%	94%
			A		ADE	AE			f									B		b		B
Not important	62	39	24	15	8	16	15	9	-	11	6	5	4	7	4	5	5	47	4	6	6	62
	4%	5%	3%	5%	2%	4%	4%	5%	-	5%	3%	4%	3%	8%	3%	2%	3%	3%	5%	5%	7%	4%
			B	B						Ah	a	a	a	AcH	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

### 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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1177	541	86	83	21	8	22	45	344
71%	70%	72%	70%	60%	74%	68%	73%	73%
375	191	26	27	12	3	10	12	88
23%	25%	22%	23%	33%	26%	32%	19%	19%
	H			H		h		
49	21	5	2	-	-	-	3	17
3%	3%	5%	2%	-	-	-	4%	4%
14	6	1	1	-	-	-	-	6
1%	1%	1%	1%	-	-	-	-	1%
38	9	-	6	2	-	-	2	17
2%	1%	-	5%	7%	-	-	3%	4%
			AB	AB			b	AB
1552	732	112	109	33	11	32	57	432
94%	95%	95%	93%	93%	100%	100%	92%	92%
	H					h		
62	27	6	3	-	-	-	3	23
4%	3%	5%	2%	-	-	-	4%	5%

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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1177	166	316	188	226	97	90	203	564	265	56	1	135	209	44	133	140	1146	24
	71%	75%	70%	68%	74%	74%	66%	69%	71%	77%	75%	100%	74%	72%	70%	77%	68%	72%	59%
		c								AB						E		b	
Fairly important	375	45	108	73	63	28	30	67	199	63	15	-	38	64	15	30	55	358	13
	23%	20%	24%	26%	21%	21%	22%	23%	25%	18%	20%	-	21%	22%	23%	18%	27%	22%	31%
				a					C							D			
Not very important	49	4	15	11	9	2	6	7	16	13	3	-	5	8	1	4	4	47	2
	3%	2%	3%	4%	3%	2%	4%	2%	2%	4%	4%	-	3%	3%	1%	2%	2%	3%	5%
Not at all important	14	3	3	2	3	2	1	5	9	-	-	-	1	3	1	1	3	13	1
	1%	1%	1%	1%	1%	2%	1%	2%	1%	-	-	-	*	1%	1%	1%	1%	1%	2%
								C	c										
Don't know	38	5	8	3	5	2	9	13	10	5	-	-	4	8	2	3	3	37	1
	2%	2%	2%	1%	2%	1%	6%	4%	1%	2%	-	-	2%	3%	3%	2%	1%	2%	2%
						aBCDE		BCd											
<b>Nets</b>																			
Important	1552	211	424	261	289	124	120	271	763	328	71	1	174	272	59	163	195	1504	37
	94%	95%	94%	94%	95%	95%	88%	92%	96%	95%	96%	100%	95%	93%	94%	95%	95%	94%	90%
		F	F	F	F	F			A										
Not important	62	7	18	13	12	4	7	12	25	13	3	-	6	11	2	5	7	60	3
	4%	3%	4%	5%	4%	3%	5%	4%	3%	4%	4%	-	3%	4%	3%	3%	3%	4%	7%

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 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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1177	1177	-	-	-	1140	34	1154	14	859	141	828	28	1054	58	96	1081
	71%	71%	-	-	-	72% b	61%	72% B	48%	73%	69%	72%	77%	72%	68%	62%	72% A
Fairly important	375	375	-	-	-	356	18	361	13	265	56	261	8	330	23	47	328
	23%	23%	-	-	-	22%	33% a	22%	45% A	22%	28%	23%	23%	23%	26%	30% B	22%
Not very important	49	49	-	-	-	46	3	47	1	33	3	32	-	36	4	8	40
	3%	3%	-	-	-	3%	5%	3%	3%	3%	1%	3%	-	2%	5%	5% b	3%
Not at all important	14	14	-	-	-	14	-	13	1	8	2	8	-	10	-	2	12
	1%	1%	-	-	-	1%	-	1%	3%	1%	1%	1%	-	1%	-	1%	1%
Don't know	38	38	-	-	-	37	1	36	-	20	2	21	-	29	1	1	37
	2%	2%	-	-	-	2%	2%	2%	-	2%	1%	2%	-	2%	1%	1%	2%
<b>Nets</b>																	
Important	1552	1552	-	-	-	1496	52	1515	27	1124	197	1088	36	1383	81	143	1409
	94%	94%	-	-	-	94%	93%	94%	93%	95%	97%	95%	100%	95%	94%	93%	94%
Not important	62	62	-	-	-	60	3	60	2	40	5	39	-	46	4	10	52
	4%	4%	-	-	-	4%	5%	4%	7%	3%	2%	3%	-	3%	5%	7% B	3%

Columns Tested: A,B,C,D - 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1177	1058	12	60	15	6	93	183	264	859	141	143	187	754	103	13
	71%	71%	65%	65%	93%	86%	69%	72%	70%	73%	69%	70%	67%	72%	71%	76%
				abCf						d						
Fairly important	375	335	4	26	1	1	32	60	92	265	56	43	68	235	36	3
	23%	23%	22%	28%	7%	14%	24%	24%	24%	22%	28%	21%	24%	23%	25%	17%
				d												
Not very important	49	43	2	2	-	-	4	8	5	33	3	7	11	28	3	1
	3%	3%	13%	2%	-	-	3%	3%	1%	3%	1%	3%	4%	3%	2%	7%
			ACf					b								
Not at all important	14	12	-	2	-	-	2	-	4	8	2	5	2	7	1	-
	1%	1%	-	2%	-	-	1%	-	1%	1%	1%	2%	1%	1%	1%	-
												A				
Don't know	38	35	-	2	-	-	2	3	12	20	2	6	11	19	2	-
	2%	2%	-	2%	-	-	1%	1%	3%	2%	1%	3%	4%	2%	1%	-
												Ab				
<b>Nets</b>																
Important	1552	1393	16	86	16	7	125	244	356	1124	197	186	256	989	139	17
	94%	94%	87%	94%	100%	100%	94%	96%	95%	95%	97%	91%	91%	95%	96%	93%
										CD	CD					
Not important	62	55	2	4	-	-	6	8	8	40	5	12	13	35	4	1
	4%	4%	13%	4%	-	-	5%	3%	2%	3%	2%	6%	5%	3%	3%	7%
			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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1259	519	741	179	261	353	325	141	81	178	148	92	96	70	100	177	108	1049	65	84	61	1259
	76%	72%	79%	65%	73%	81%	84%	74%	83%	79%	77%	69%	76%	78%	76%	75%	76%	76%	80%	70%	78%	76%
			A		A	ABe	ABE	A	D	D												
Fairly important	329	163	166	83	90	68	52	36	14	40	39	33	28	19	29	46	26	273	11	34	12	329
	20%	23%	18%	30%	25%	15%	14%	19%	14%	18%	20%	24%	22%	21%	22%	20%	18%	20%	13%	28%	15%	20%
			B	CDE	CD							a							ABDE			
Not very important	26	14	12	7	6	7	1	5	2	3	2	4	-	1	2	3	2	19	1	1	4	26
	2%	2%	1%	2%	2%	2%	*	2%	2%	1%	1%	3%	-	1%	2%	1%	2%	1%	1%	1%	5%	2%
				D	D	D		D				E									AcE	
Not at all important	7	4	3	2	-	4	1	-	-	2	-	1	1	-	-	3	-	7	-	-	-	7
	*	1%	*	1%	-	1%	*	-	-	1%	-	1%	1%	-	-	1%	-	*	-	-	-	*
					b																	
Don't know	32	17	14	6	1	7	9	9	1	3	4	4	1	-	-	7	5	25	4	1	1	32
	2%	2%	2%	2%	*	1%	2%	5%	1%	1%	2%	3%	1%	-	-	3%	4%	2%	5%	1%	1%	2%
				B		b	B	BC				fG				fG	fG		AcE			
<b>Nets</b>																						
Important	1588	682	907	262	351	421	378	177	95	218	187	124	123	89	129	223	133	1321	76	118	73	1588
	96%	95%	97%	95%	98%	96%	97%	93%	97%	96%	97%	93%	98%	99%	98%	94%	95%	96%	94%	98%	93%	96%
			a		AE		aE						Dhi	Dhi	Dh					d		
Not important	32	18	14	9	6	11	2	5	2	5	2	5	1	1	2	6	2	26	1	1	4	32
	2%	3%	2%	3%	2%	3%	*	2%	2%	2%	1%	4%	1%	1%	2%	3%	2%	2%	1%	1%	5%	2%
				D	d	D		D													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?

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

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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1259	577	87	91	20	7	24	49	378
76%	75%	73%	77%	57%	58%	74%	79%	80%
	D	d	D				D	AbDe
329	168	29	19	12	4	8	12	71
20%	22%	24%	16%	33%	35%	26%	19%	15%
	H	H		CH	h			
26	12	1	3	1	1	-	1	4
2%	2%	1%	2%	3%	7%	-	2%	1%
					bH			
7	3	1	1	-	-	-	-	2
*	*	1%	1%	-	-	-	-	*
32	9	1	5	2	-	-	-	16
2%	1%	1%	4%	6%	-	-	-	3%
			A	Abg				A
1588	745	115	109	32	11	32	61	449
96%	97%	98%	93%	91%	93%	100%	98%	95%
	Cd	cd				d	d	
32	15	2	4	1	1	-	1	6
2%	2%	2%	3%	3%	7%	-	2%	1%
					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
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1259	186	340	208	228	93	99	210	602	284	61	1	153	223	49	141	154	1225	29
	76%	84%	76%	75%	74%	72%	73%	71%	75%	82%	83%	100%	84%	77%	78%	82%	75%	77%	71%
		BCDEF								AB	A		bE			e			
Fairly important	329	27	100	56	63	31	33	66	170	56	12	-	25	60	13	29	43	316	8
	20%	12%	22%	20%	20%	23%	24%	22%	21%	16%	16%	-	14%	21%	20%	17%	21%	20%	19%
			A	A	A	A	A	c	C					a			A		
Not very important	26	2	3	4	7	3	2	5	10	3	1	-	2	2	-	1	3	21	3
	2%	1%	1%	1%	2%	3%	1%	2%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	8%
					b	b												A	
Not at all important	7	2	-	1	4	-	-	4	3	-	-	-	1	1	-	-	1	6	1
	*	1%	-	*	1%	-	-	1%	*	-	-	-	1%	*	-	-	*	*	2%
		B			B			bC										A	
Don't know	32	6	6	8	5	3	2	11	13	3	-	-	2	5	1	1	4	32	-
	2%	3%	1%	3%	2%	2%	2%	4%	2%	1%	-	-	1%	2%	2%	1%	2%	2%	-
		BCd																	
<b>Nets</b>																			
Important	1588	213	440	264	290	124	132	275	772	340	73	1	178	283	62	169	197	1542	37
	96%	96%	98%	95%	95%	95%	97%	93%	97%	98%	99%	100%	97%	97%	98%	99%	96%	96%	90%
			cD						A	A	a							B	
Not important	32	4	3	5	11	3	2	9	13	3	1	-	3	3	-	1	4	27	4
	2%	2%	1%	2%	4%	3%	1%	3%	2%	1%	1%	-	2%	1%	-	1%	2%	2%	10%
					B	b		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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1259	1259	-	-	-	1220	37	1231	19	913	155	886	29	1112	65	102	1158
	76%	76%	-	-	-	77%	66%	76%	65%	77%	76%	77%	81%	76%	76%	66%	77%
						b										A	
Fairly important	329	329	-	-	-	317	10	319	7	230	46	223	6	295	19	46	282
	20%	20%	-	-	-	20%	17%	20%	24%	19%	22%	19%	16%	20%	22%	30%	19%
																B	
Not very important	26	26	-	-	-	19	6	23	2	13	2	12	1	20	1	4	21
	2%	2%	-	-	-	1%	11%	1%	8%	1%	1%	1%	3%	1%	2%	3%	1%
						A											
Not at all important	7	7	-	-	-	5	2	6	1	5	1	5	-	6	1	1	6
	*	*	-	-	-	*	3%	*	3%	*	*	*	-	*	1%	1%	*
						A											
Don't know	32	32	-	-	-	31	1	32	-	23	-	22	-	26	-	1	31
	2%	2%	-	-	-	2%	2%	2%	-	2%	-	2%	-	2%	-	1%	2%
										B							
<b>Nets</b>																	
Important	1588	1588	-	-	-	1538	47	1550	26	1143	201	1109	35	1407	84	148	1440
	96%	96%	-	-	-	97%	84%	96%	88%	97%	99%	97%	97%	96%	97%	96%	96%
						B		B									
Not important	32	32	-	-	-	24	8	29	3	18	3	17	1	26	2	5	27
	2%	2%	-	-	-	2%	15%	2%	12%	2%	1%	1%	3%	2%	3%	3%	2%
						A		A									

Columns Tested: A,B,C,D - 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1259	1133	14	63	13	5	95	196	282	913	155	156	203	798	118	15
	76%	76%	78%	68%	80%	72%	71%	77%	75%	77%	76%	77%	73%	77%	82%	84%
	c															
Fairly important	329	291	4	27	2	2	35	52	82	230	46	39	62	206	24	2
	20%	20%	22%	30%	13%	28%	26%	20%	22%	19%	22%	19%	22%	20%	17%	11%
				A			a									
Not very important	26	23	-	-	1	-	1	4	4	13	2	5	7	11	2	-
	2%	2%	-	-	7%	-	1%	2%	1%	1%	1%	2%	3%	1%	1%	-
				aCf									a			
Not at all important	7	6	-	1	-	-	1	2	3	5	1	2	1	5	-	-
	*	*	-	1%	-	-	1%	1%	1%	*	*	1%	*	*	-	-
Don't know	32	31	-	1	-	-	1	1	4	23	-	2	7	22	-	1
	2%	2%	-	1%	-	-	1%	*	1%	2%	-	1%	2%	2%	-	5%
										B			B	b		B
<b>Nets</b>																
Important	1588	1423	18	90	15	7	130	248	365	1143	201	196	265	1004	143	17
	96%	96%	100%	98%	93%	100%	98%	97%	97%	97%	99%	96%	95%	96%	99%	95%
											cD					
Not important	32	29	-	1	1	-	2	6	7	18	3	7	8	16	2	-
	2%	2%	-	1%	7%	-	2%	2%	2%	2%	1%	3%	3%	2%	1%	-
												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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1050	410	640	153	212	288	267	130	64	158	138	78	76	54	74	139	90	871	57	72	51	1050
	64%	57%	68%	55%	59%	66%	69%	68%	66%	70%	71%	58%	61%	60%	57%	59%	64%	63%	70%	60%	65%	64%
			A			Ab	AB	Ab		DefGH	DefGH											
Fairly important	493	240	253	95	120	134	103	41	26	53	48	43	37	33	48	85	39	412	17	42	21	493
	30%	33%	27%	34%	34%	31%	26%	21%	27%	23%	25%	33%	29%	37%	37%	36%	27%	30%	21%	35%	27%	30%
			B	DE	DE	E						b		BC	BCi	BCi		b		B		b
Not very important	68	41	26	20	17	8	11	12	6	7	4	7	9	2	6	8	5	55	5	4	4	68
	4%	6%	3%	7%	5%	2%	3%	6%	6%	3%	2%	5%	7%	2%	5%	3%	4%	4%	6%	4%	5%	4%
			B	CD	C			Cd	c			c	bCf									
Not at all important	28	15	13	7	6	6	5	5	1	6	2	2	2	1	2	4	4	24	-	2	2	28
	2%	2%	1%	3%	2%	1%	1%	2%	1%	3%	1%	1%	2%	1%	2%	2%	3%	2%	-	2%	3%	2%
Don't know	14	11	3	2	2	3	3	3	-	3	1	3	1	-	-	-	3	11	2	-	-	14
	1%	1%	*	1%	1%	1%	1%	2%	-	1%	1%	2%	1%	-	-	-	2%	1%	3%	-	-	1%
			B							h		gH					gH		ace			
<b>Nets</b>																						
Important	1543	650	893	248	332	422	369	171	90	210	186	121	113	87	123	224	128	1283	74	114	72	1543
	93%	91%	96%	89%	93%	96%	95%	90%	93%	93%	96%	91%	90%	97%	94%	95%	91%	93%	91%	95%	92%	93%
			A			ABE	AE				DEi			de								
Not important	96	57	39	27	23	13	16	16	7	13	6	9	11	3	8	12	9	79	5	6	6	96
	6%	8%	4%	10%	7%	3%	4%	8%	7%	6%	3%	7%	9%	3%	6%	5%	7%	6%	6%	5%	8%	6%
			B	CD	C			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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1050	456	72	75	20	9	22	45	329
64%	59%	61%	64%	56%	76%	68%	72%	70%
							A	Abd
493	260	40	37	10	2	9	14	113
30%	34%	34%	31%	29%	17%	28%	23%	24%
	gH	H						
68	34	4	2	4	-	1	2	18
4%	4%	3%	2%	10%	-	3%	3%	4%
				Ch				
28	14	1	3	2	1	-	1	5
2%	2%	1%	2%	6%	7%	-	2%	1%
				bH	bh			
14	4	1	1	-	-	-	-	6
1%	1%	1%	1%	-	-	-	-	1%
1543	716	112	112	30	11	31	59	441
93%	93%	95%	95%	84%	93%	97%	95%	94%
	d	D	D			d	d	D
96	48	5	5	6	1	1	3	24
6%	6%	4%	4%	16%	7%	3%	5%	5%
				ABCfgH				

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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1050	147	264	170	193	93	91	178	502	218	48	1	118	205	43	118	129	1023	22
	64%	66%	59%	61%	63%	72%	67%	60%	63%	63%	65%	100%	64%	70%	69%	69%	63%	64%	52%
		b				BCd	b							e					
Fairly important	493	63	153	88	96	30	36	89	253	106	21	-	57	67	18	47	62	475	13
	30%	28%	34%	32%	31%	23%	27%	30%	32%	31%	28%	-	31%	23%	28%	27%	30%	30%	33%
		E		e	e								b				b		
Not very important	68	7	19	15	10	6	4	16	31	13	2	-	2	8	-	3	7	65	3
	4%	3%	4%	5%	3%	5%	3%	5%	4%	4%	3%	-	1%	3%	-	2%	4%	4%	8%
Not at all important	28	5	8	3	6	1	3	9	11	3	3	-	3	9	1	3	5	24	3
	2%	2%	2%	1%	2%	1%	2%	3%	1%	1%	4%	-	2%	3%	2%	2%	2%	2%	7%
								bC			bC								A
Don't know	14	1	4	2	1	-	1	3	2	5	-	-	3	1	1	-	1	14	-
	1%	*	1%	1%	*	-	1%	1%	*	2%	-	-	2%	*	2%	-	*	1%	-
								b		B			d						
<b>Nets</b>																			
Important	1543	209	418	258	290	123	127	267	755	325	69	1	175	273	61	165	192	1498	35
	93%	94%	93%	93%	95%	94%	94%	90%	95%	94%	93%	100%	96%	94%	97%	96%	93%	94%	85%
									A									B	
Not important	96	12	28	17	15	7	7	25	41	16	5	-	5	18	1	6	12	89	6
	6%	5%	6%	6%	5%	6%	5%	8%	5%	5%	7%	-	3%	6%	2%	4%	6%	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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1050	1050	-	-	-	1015	33	1033	12	767	119	736	26	936	50	85	965
	64%	64%	-	-	-	64%	59%	64%	41%	65%	58%	64%	71%	64%	58%	55%	64%
								B		b						A	
Fairly important	493	493	-	-	-	475	16	477	10	344	72	339	9	434	29	50	443
	30%	30%	-	-	-	30%	28%	30%	35%	29%	35%	30%	26%	30%	33%	32%	30%
										a							
Not very important	68	68	-	-	-	64	4	62	4	44	10	44	1	55	5	16	52
	4%	4%	-	-	-	4%	7%	4%	13%	4%	5%	4%	3%	4%	6%	10%	3%
									A							B	
Not at all important	28	28	-	-	-	25	3	25	3	19	2	20	-	23	2	4	24
	2%	2%	-	-	-	2%	5%	2%	10%	2%	1%	2%	-	2%	2%	3%	2%
							A		A								
Don't know	14	14	-	-	-	14	-	14	-	10	1	10	-	10	-	-	14
	1%	1%	-	-	-	1%	-	1%	-	1%	*	1%	-	1%	-	-	1%
<b>Nets</b>																	
Important	1543	1543	-	-	-	1490	49	1511	22	1111	191	1075	35	1370	79	135	1408
	93%	93%	-	-	-	94%	87%	94%	76%	94%	93%	94%	97%	94%	92%	87%	94%
						b		B								A	
Not important	96	96	-	-	-	89	7	87	7	63	12	64	1	79	7	20	76
	6%	6%	-	-	-	6%	13%	5%	24%	5%	6%	6%	3%	5%	8%	13%	5%
							A		A							B	

Columns Tested: A,B,C,D - 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		
										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
	Total	White	Mixed/ multiple	Asian or Asian British	Black or Black British	Other	BME	Aged 8 or under	Aged 9-18							
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1050	949	13	51	10	4	78	147	226	767	119	125	174	674	89	14
	64%	64%	73%	55%	61%	58%	58%	58%	60%	65%	58%	61%	62%	65%	62%	79%
		c								b						
Fairly important	493	441	3	35	3	2	43	90	131	344	72	68	81	304	47	4
	30%	30%	17%	38%	19%	28%	32%	35%	35%	29%	35%	33%	29%	29%	32%	21%
				ab							a					
Not very important	68	58	1	2	3	1	7	13	11	44	10	6	18	37	8	-
	4%	4%	6%	2%	20%	14%	5%	5%	3%	4%	5%	3%	6%	4%	6%	-
					ACF								Ac			
Not at all important	28	23	1	4	-	-	5	4	5	19	2	4	6	19	1	-
	2%	2%	5%	4%	-	-	4%	2%	1%	2%	1%	2%	2%	2%	1%	-
				A			a									
Don't know	14	13	-	-	-	-	-	1	3	10	1	1	1	10	-	-
	1%	1%	-	-	-	-	-	*	1%	1%	*	*	*	1%	-	-
<b>Nets</b>																
Important	1543	1390	16	86	13	6	121	237	357	1111	191	194	254	978	136	18
	93%	94%	89%	93%	80%	86%	91%	93%	95%	94%	93%	95%	91%	94%	94%	100%
		D		d						d						
Not important	96	81	2	6	3	1	12	17	16	63	12	10	24	56	9	-
	6%	5%	11%	7%	20%	14%	9%	7%	4%	5%	6%	5%	9%	5%	6%	-
				Ac			a						Ac			

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1305	545	760	191	277	356	319	161	82	179	147	103	98	69	102	188	113	1080	69	96	60	1305
	79%	76%	81%	69%	78%	81%	82%	84%	84%	79%	76%	77%	78%	76%	78%	80%	80%	79%	85%	80%	76%	79%
			A		A	A	A	Ab														
Fairly important	311	152	159	75	73	78	60	24	15	43	41	27	21	19	25	45	26	262	10	23	16	311
	19%	21%	17%	27%	20%	18%	16%	13%	15%	19%	21%	20%	17%	21%	19%	19%	18%	19%	12%	19%	20%	19%
			B	bCDE	dE																	
Not very important	19	10	9	7	2	3	4	2	1	2	2	2	3	1	2	1	-	14	2	1	2	19
	1%	1%	1%	3%	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%	2%	*	-	1%	2%	1%	3%	1%
				BC									hi									
Not at all important	6	4	2	2	3	-	1	-	-	1	2	-	1	-	-	1	-	5	-	-	1	6
	*	1%	*	1%	1%	-	*	-	-	*	1%	-	1%	-	-	*	-	*	-	-	1%	*
				c	C																	
Don't know	12	6	6	2	2	1	4	3	-	1	1	2	2	1	1	1	2	11	1	-	-	12
	1%	1%	1%	1%	1%	*	1%	2%	-	1%	*	2%	2%	1%	1%	*	1%	1%	1%	-	-	1%
								C														
<b>Nets</b>																						
Important	1615	697	919	266	351	434	379	185	97	222	188	129	119	88	127	233	139	1343	78	119	75	1615
	98%	97%	98%	96%	98%	99%	98%	97%	99%	98%	97%	97%	95%	98%	98%	99%	99%	98%	97%	99%	96%	98%
						Ae			e							E						
Not important	25	14	11	9	5	3	5	2	1	3	4	2	4	1	2	2	-	19	2	1	3	25
	2%	2%	1%	3%	1%	1%	1%	1%	1%	1%	2%	1%	3%	1%	2%	1%	-	1%	2%	1%	4%	2%
				Cd							i		hl								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 advice**

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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1305	603	90	90	21	7	24	48	394
79%	79%	76%	77%	60%	59%	75%	78%	84%
	D	d	d				d	AbcDE
311	155	24	26	12	3	8	12	64
19%	20%	20%	22%	34%	25%	25%	19%	14%
	H	h	H	abH		h		
19	6	2	-	2	1	-	1	4
1%	1%	2%	-	6%	7%	-	2%	1%
				ACH	ACH			
6	3	-	-	-	1	-	1	1
*	*	-	-	-	9%	-	2%	*
					ABCdfH			
12	1	2	2	-	-	-	-	7
1%	*	2%	2%	-	-	-	-	2%
		A	A					A
Nets								
1615	758	114	116	33	10	32	60	459
98%	99%	97%	98%	94%	84%	100%	97%	97%
	bDEh	e	E			E	e	E
25	9	2	-	2	2	-	2	5
2%	1%	2%	-	6%	16%	-	3%	1%
				ACH	ABCFgH		C	

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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1305	182	350	230	236	99	103	229	634	278	57	1	149	235	52	146	161	1272	25
	79%	82%	78%	83%	77%	76%	76%	77%	79%	80%	77%	100%	81%	81%	82%	85%	79%	79%	61%
				bd														B	
Fairly important	311	40	89	43	63	29	26	55	153	62	17	-	31	49	9	24	40	298	10
	19%	18%	20%	15%	20%	22%	19%	19%	19%	18%	23%	-	17%	17%	14%	14%	19%	19%	23%
					c														
Not very important	19	-	6	1	6	-	3	3	8	3	-	-	-	4	-	1	1	16	3
	1%	-	1%	*	2%	-	2%	1%	1%	1%	-	-	-	1%	-	1%	1%	1%	8%
			a		Ac		Ac											A	
Not at all important	6	-	2	2	-	-	1	5	-	1	-	-	1	2	1	1	2	4	2
	*	-	*	1%	-	-	1%	2%	-	*	-	-	1%	1%	2%	1%	1%	*	5%
								Bc										A	
Don't know	12	1	3	2	1	2	2	3	4	2	-	-	2	1	1	-	1	11	1
	1%	*	1%	1%	*	2%	2%	1%	1%	1%	-	-	1%	*	2%	-	*	1%	2%
<b>Nets</b>																			
Important	1615	221	439	272	299	128	129	283	786	340	74	1	180	284	61	169	201	1570	35
	98%	100%	98%	98%	98%	98%	95%	96%	99%	98%	100%	100%	98%	98%	97%	99%	98%	98%	85%
		bdF							A	a	a							B	
Not important	25	-	8	3	6	-	4	9	8	4	-	-	1	6	1	2	3	20	5
	2%	-	2%	1%	2%	-	3%	3%	1%	1%	-	-	1%	2%	2%	1%	2%	1%	13%
			A		A		Ae	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 satisfied with the quality of advice**

Base: All respondents

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1305	1305	-	-	-	1267	36	1281	16	949	148	918	27	1158	64	106	1199
	79%	79%	-	-	-	80%	64%	80%	55%	80%	72%	80%	73%	79%	74%	68%	80%
						B		B		B							A
Fairly important	311	311	-	-	-	295	14	300	7	211	53	207	7	272	18	36	275
	19%	19%	-	-	-	19%	25%	19%	24%	18%	26%	18%	18%	19%	21%	23%	18%
										A							
Not very important	19	19	-	-	-	17	2	16	3	13	-	13	-	18	1	7	12
	1%	1%	-	-	-	1%	4%	1%	10%	1%	-	1%	-	1%	1%	5%	1%
							a		A							B	
Not at all important	6	6	-	-	-	5	1	5	1	4	1	3	1	4	1	3	3
	*	*	-	-	-	*	2%	*	3%	*	1%	*	3%	*	1%	2%	*
							a		A							B	
Don't know	12	12	-	-	-	9	3	9	2	8	2	7	2	7	2	3	9
	1%	1%	-	-	-	1%	5%	1%	7%	1%	1%	1%	5%	*	2%	2%	1%
							A		A				A		A	b	
<b>Nets</b>																	
Important	1615	1615	-	-	-	1561	50	1581	23	1159	201	1125	33	1430	82	141	1474
	98%	98%	-	-	-	98%	89%	98%	79%	98%	99%	98%	92%	98%	95%	91%	98%
						B		B				B				A	
Not important	25	25	-	-	-	22	3	21	4	17	1	16	1	22	2	10	15
	2%	2%	-	-	-	1%	6%	1%	14%	1%	1%	1%	3%	1%	2%	7%	1%
							A		A							B	

Columns Tested: A,B,C,D - 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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1305	1189	12	56	13	7	88	190	286	949	148	160	208	839	107	15
	79%	80%	67%	61%	80%	100%	66%	74%	76%	80%	72%	78%	74%	80%	74%	84%
		CF				bCf				BD				b		
Fairly important	311	263	5	34	2	-	41	58	84	211	53	41	62	180	36	3
	19%	18%	27%	37%	12%	-	31%	23%	22%	18%	26%	20%	22%	17%	25%	16%
				Ade			Ae				A		a		A	
Not very important	19	17	-	-	1	-	1	3	2	13	-	1	6	13	-	-
	1%	1%	-	-	7%	-	1%	1%	1%	1%	-	*	2%	1%	-	-
					ACf								B			
Not at all important	6	5	1	-	-	-	1	3	2	4	1	2	1	3	1	-
	*	*	6%	-	-	-	1%	1%	1%	*	1%	1%	*	*	1%	-
			ACf													
Don't know	12	9	-	2	-	-	2	1	2	8	2	1	2	8	1	-
	1%	1%	-	2%	-	-	2%	*	1%	1%	1%	*	1%	1%	1%	-
				a												
<b>Nets</b>																
Important	1615	1452	17	90	15	7	129	248	370	1159	201	200	270	1019	143	18
	98%	98%	94%	98%	93%	100%	97%	97%	98%	98%	99%	98%	97%	98%	99%	100%
Not important	25	22	1	-	1	-	2	6	4	17	1	3	7	16	1	-
	2%	1%	6%	-	7%	-	2%	2%	1%	1%	1%	1%	3%	2%	1%	-
			C		aC								b			

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1363	568	795	205	293	364	339	161	88	185	161	110	98	73	104	199	119	1137	66	96	64	1363
	82%	79%	85%	74%	82%	83%	87%	85%	91%	82%	83%	82%	78%	82%	80%	84%	84%	83%	82%	80%	82%	82%
		A			A	A	ABc	A	BcdEfG													
Fairly important	246	123	123	61	56	68	43	19	9	36	27	17	21	14	24	36	19	203	11	23	9	246
	15%	17%	13%	22%	16%	15%	11%	10%	9%	16%	14%	13%	17%	16%	18%	15%	13%	15%	14%	19%	12%	15%
		B		BCDE	de	de									a							
Not very important	26	14	12	10	6	2	3	6	-	4	3	3	2	2	3	1	1	20	3	1	3	26
	2%	2%	1%	4%	2%	*	1%	3%	-	2%	2%	2%	2%	2%	2%	*	1%	1%	3%	1%	4%	2%
				CD	c			CD				h			h							
Not at all important	3	2	1	-	1	1	1	-	-	-	-	1	1	-	-	-	-	2	-	-	1	3
	*	*	*	-	*	*	*	-	-	-	-	1%	1%	-	-	-	-	*	-	-	1%	*
																				a		
Don't know	14	10	4	1	2	4	3	5	-	2	3	2	3	-	-	-	2	12	1	-	1	14
	1%	1%	*	*	1%	1%	1%	2%	-	1%	2%	2%	2%	-	-	-	1%	1%	1%	-	1%	1%
		B					ab				h	H	gH			h						
<b>Nets</b>																						
Important	1609	691	918	266	349	432	382	180	98	220	187	127	119	88	127	235	138	1339	77	119	74	1609
	97%	96%	98%	96%	97%	99%	98%	95%	100%	97%	97%	95%	95%	98%	98%	100%	98%	98%	95%	99%	94%	97%
		A			e	AE	aE		cDE							bCDEg		d		bD		d
Not important	29	16	13	10	7	3	4	6	-	4	3	4	3	2	3	1	1	22	3	1	4	29
	2%	2%	1%	4%	2%	1%	1%	3%	-	2%	2%	3%	2%	2%	2%	*	1%	2%	3%	1%	5%	2%
				CD	c			Cd				aH	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

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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1363	633	97	89	27	8	25	52	405
82%	82%	82%	75%	76%	67%	78%	84%	86%
	c							Ce
246	124	18	26	6	3	6	9	47
15%	16%	15%	22%	17%	26%	19%	14%	10%
	H		H		h			
26	7	3	1	2	-	-	1	9
2%	1%	3%	1%	7%	-	-	2%	2%
				ACh				
3	1	-	1	-	1	-	-	-
*	*	-	1%	-	7%	-	-	-
			h		ABcGH			
14	3	-	1	-	-	1	-	9
1%	*	-	1%	-	-	3%	-	2%
						Ab		A
1609	757	115	115	33	11	31	61	452
97%	99%	97%	97%	93%	93%	97%	98%	96%
	DH							
29	8	3	2	2	1	-	1	9
2%	1%	3%	2%	7%	7%	-	2%	2%
				Ah	a			

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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1363	192	363	238	243	112	109	236	666	292	56	1	156	241	52	153	173	1323	32
	82%	87%	81%	86%	79%	86%	81%	80%	83%	85%	76%	100%	85%	83%	82%	89%	84%	83%	78%
		bD		bD						d						b			
Fairly important	246	22	81	35	54	17	17	50	112	49	16	-	25	41	10	14	30	239	6
	15%	10%	18%	13%	18%	13%	12%	17%	14%	14%	22%	-	14%	14%	16%	8%	14%	15%	14%
			Ac		Ac						b		d	d	d		d		
Not very important	26	5	2	3	8	1	4	7	13	1	2	-	-	3	-	3	1	23	3
	2%	2%	*	1%	2%	1%	3%	2%	2%	*	3%	-	-	1%	-	2%	*	1%	8%
		B			B		B	C	c		C					a		A	
Not at all important	3	-	-	-	1	-	1	1	1	1	-	-	-	-	-	-	-	2	-
	*	-	-	-	*	-	1%	*	*	*	-	-	-	-	-	-	-	*	-
Don't know	14	3	3	1	1	-	4	2	7	2	-	-	2	6	1	1	2	14	-
	1%	1%	1%	*	*	-	3%	1%	1%	1%	-	-	1%	2%	2%	1%	1%	1%	-
							BCDE												
<b>Nets</b>																			
Important	1609	214	444	273	296	129	126	285	778	342	72	1	181	282	62	167	202	1561	38
	97%	96%	99%	99%	97%	99%	93%	97%	97%	99%	97%	100%	99%	97%	98%	97%	99%	98%	92%
			AdF	F	f	F				a								B	
Not important	29	5	2	3	9	1	5	8	13	2	2	-	-	3	-	3	1	25	3
	2%	2%	*	1%	3%	1%	4%	3%	2%	1%	3%	-	-	1%	-	2%	*	2%	8%
		B			B		Bc	C			c					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?**

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

Base: All respondents

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1363	1363	-	-	-	1321	41	1336	17	989	159	959	29	1203	72	118	1245
	82%	82%	-	-	-	83%	73%	83%	59%	84%	78%	84%	79%	82%	84%	76%	83%
						b		B		b							A
Fairly important	246	246	-	-	-	232	13	235	10	169	38	162	6	221	13	28	218
	15%	15%	-	-	-	15%	23%	15%	34%	14%	19%	14%	15%	15%	15%	18%	15%
						a		A		a							
Not very important	26	26	-	-	-	23	2	23	2	16	5	16	2	24	1	8	18
	2%	2%	-	-	-	1%	4%	1%	7%	1%	3%	1%	5%	2%	1%	5%	1%
									A				a			B	
Not at all important	3	3	-	-	-	3	-	3	-	1	-	1	-	3	-	-	3
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Don't know	14	14	-	-	-	14	-	13	-	10	1	10	-	9	-	-	14
	1%	1%	-	-	-	1%	-	1%	-	1%	*	1%	-	1%	-	-	1%
<b>Nets</b>																	
Important	1609	1609	-	-	-	1552	54	1572	27	1158	198	1121	34	1424	85	147	1463
	97%	97%	-	-	-	97%	96%	98%	93%	98%	97%	98%	95%	98%	99%	95%	98%
																	A
Not important	29	29	-	-	-	26	2	26	2	17	5	17	2	26	1	8	21
	2%	2%	-	-	-	2%	4%	2%	7%	1%	3%	1%	5%	2%	1%	5%	1%
									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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1363	1240	13	64	12	5	94	205	309	989	159	167	221	874	116	16
	82%	84%	72%	70%	74%	72%	71%	80%	82%	84%	78%	82%	79%	84%	80%	89%
		CF								bd						
Fairly important	246	207	4	24	3	2	33	45	59	169	38	31	49	147	23	2
	15%	14%	22%	26%	19%	28%	25%	18%	16%	14%	19%	15%	18%	14%	16%	11%
				A			A				a					
Not very important	26	22	1	2	1	-	4	4	7	16	5	4	5	12	5	-
	2%	1%	6%	2%	7%	-	3%	2%	2%	1%	3%	2%	2%	1%	4%	-
				a											A	
Not at all important	3	3	-	-	-	-	-	1	-	1	-	-	2	1	-	-
	*	*	-	-	-	-	-	*	-	*	-	-	1%	*	-	-
													A			
Don't know	14	11	-	2	-	-	2	-	2	10	1	2	2	9	1	-
	1%	1%	-	2%	-	-	1%	-	*	1%	*	1%	1%	1%	1%	-
<b>Nets</b>																
Important	1609	1447	17	88	15	7	127	250	368	1158	198	198	270	1020	139	18
	97%	98%	94%	96%	93%	100%	95%	98%	98%	98%	97%	97%	97%	98%	96%	100%
Not important	29	25	1	2	1	-	4	5	7	17	5	4	7	13	5	-
	2%	2%	6%	2%	7%	-	3%	2%	2%	1%	3%	2%	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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1258	500	758	186	265	347	315	145	79	170	144	95	91	72	103	174	114	1041	68	89	61	1258
	76%	70%	81%	67%	74%	79%	81%	76%	81%	75%	74%	71%	73%	80%	79%	74%	81%	76%	84%	74%	77%	76%
			A		a	Ab	AB	A	d								Deh					
Fairly important	341	184	158	79	85	83	62	33	17	50	44	33	26	17	23	56	23	291	10	29	11	341
	21%	26%	17%	28%	24%	19%	16%	17%	18%	22%	23%	25%	21%	19%	18%	24%	17%	21%	13%	24%	15%	21%
		B		CDE	D											i		b		B		b
Not very important	30	19	11	9	5	7	5	5	1	2	4	2	4	1	5	3	1	23	1	2	4	30
	2%	3%	1%	3%	1%	2%	1%	3%	1%	1%	2%	1%	3%	1%	4%	1%	1%	2%	1%	2%	5%	2%
		B		d									b		bi						AE	
Not at all important	11	6	5	3	2	2	3	1	-	2	1	3	2	-	-	-	-	8	1	-	2	11
	1%	1%	1%	1%	1%	*	1%	1%	-	1%	*	2%	2%	-	-	-	-	1%	1%	-	3%	1%
												gHi	h								Ace	
Don't know	12	9	3	1	1	-	4	6	-	2	-	1	2	-	-	3	2	11	1	-	-	12
	1%	1%	*	*	*	-	1%	3%	-	1%	-	1%	2%	-	-	1%	1%	1%	1%	-	-	1%
		B					C	ABCD					c			c						
<b>Nets</b>																						
Important	1600	683	916	265	350	430	377	179	97	220	188	127	117	89	126	230	138	1331	78	118	72	1600
	97%	95%	98%	95%	98%	98%	97%	94%	99%	97%	97%	95%	93%	99%	96%	97%	98%	97%	96%	98%	92%	97%
			A		E	AE	e		E	e	e			E		e	e	D		D		D
Not important	42	25	16	12	7	9	8	6	1	4	5	5	6	1	5	3	1	31	2	2	6	42
	3%	4%	2%	4%	2%	2%	2%	3%	1%	2%	3%	4%	5%	1%	4%	1%	1%	2%	3%	2%	8%	3%
		B		c									bHI		i						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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1258	580	90	91	22	9	21	49	375
76%	75%	76%	77%	61%	74%	65%	79%	79%
	d	d	d				d	Df
341	171	26	25	11	2	11	10	77
21%	22%	22%	21%	30%	18%	35%	16%	16%
	H			h		aGH		
30	12	1	1	3	1	-	2	7
2%	2%	1%	1%	9%	8%	-	3%	1%
				ABCfH	aBCh			
11	3	1	-	-	-	-	1	5
1%	*	1%	-	-	-	-	2%	1%
12	2	-	1	-	-	-	-	8
1%	*	-	1%	-	-	-	-	2%
								A
1600	751	116	116	32	11	32	59	452
97%	98%	98%	98%	91%	92%	100%	95%	96%
	Dh	D	D			d		
42	15	2	1	3	1	-	3	12
3%	2%	2%	1%	9%	8%	-	5%	3%
				ABCfH	C		c	

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1258	181	339	215	226	103	101	219	612	267	61	1	148	224	54	141	152	1223	28
	76%	81% bD	75%	77%	74%	79%	74%	74%	77%	77%	82%	100%	81%	77%	86% e	82% e	74%	76%	68%
Fairly important	341	39	97	53	71	24	26	64	163	74	13	-	30	59	8	27	48	328	10
	21%	17%	22%	19%	23%	18%	19%	22%	20%	21%	18%	-	16%	20%	13%	16%	23% acd	21%	25%
Not very important	30	1	9	5	7	2	3	7	14	3	-	-	2	5	-	4	2	27	3
	2%	*	2%	2%	2% a	2%	2%	2%	2%	1%	-	-	1%	2%	-	2%	1%	2%	7% A
Not at all important	11	1	3	2	1	-	3	3	4	2	-	-	-	2	-	-	2	10	-
	1%	*	1%	1%	*	-	2% abDe	1%	*	1%	-	-	-	1%	-	-	1%	1%	-
Don't know	12	1	2	3	-	1	2	2	5	-	-	-	3	1	1	-	1	12	-
	1%	*	*	1% d	-	1% d	2% D	1%	1%	-	-	-	2% d	*	2%	-	*	1%	-
<b>Nets</b>																			
Important	1600	220	436	267	298	127	127	283	775	341	74	1	178	283	62	168	200	1551	38
	97%	99% F	97% f	96% f	97%	97%	94%	96%	97%	99% A	100% a	100%	97%	97%	98%	98%	98%	97%	93%
Not important	42	2	12	7	8	2	6	11	18	5	-	-	2	7	-	4	4	38	3
	3%	1%	3%	3%	3%	2%	5% A	4% c	2%	1%	-	-	1%	2%	-	2%	2%	2%	7% 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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1258	1258	-	-	-	1215	41	1233	17	917	152	886	27	1115	67	105	1154
	76%	76%	-	-	-	76%	73%	77% B	59%	77%	74%	77%	75%	76%	78%	68%	77% A
Fairly important	341	341	-	-	-	327	12	328	10	231	45	228	6	301	17	44	297
	21%	21%	-	-	-	21%	21%	20% a	34%	20%	22%	20%	16%	21%	20%	28% B	20%
Not very important	30	30	-	-	-	28	2	28	2	23	6	22	2	27	1	5	25
	2%	2%	-	-	-	2%	4%	2%	7% A	2%	3%	2%	6% a	2%	1%	3%	2%
Not at all important	11	11	-	-	-	10	1	11	-	5	1	5	1	8	1	-	11
	1%	1%	-	-	-	1%	2%	1%	-	*	*	*	3% A	1%	1%	-	1%
Don't know	12	12	-	-	-	12	-	10	-	8	-	7	-	8	-	1	10
	1%	1%	-	-	-	1%	-	1%	-	1%	-	1%	-	1%	-	1%	1%
<b>Nets</b>																	
Important	1600	1600	-	-	-	1543	53	1561	27	1148	197	1114	33	1416	84	148	1451
	97%	97%	-	-	-	97%	95%	97%	93%	97%	96%	97% B	91%	97%	98%	96%	97%
Not important	42	42	-	-	-	38	3	39	2	28	7	27	3	35	2	5	36
	3%	3%	-	-	-	2%	5%	2%	7%	2%	4%	2%	9% A	2%	2%	3%	2%

Columns Tested: A,B,C,D - 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			
		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%	Total	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1258	1147	11	57	14	5	87	180	283	917	152	157	200	804	111	12
	76%	77%	59%	62%	87%	72%	65%	71%	75%	77%	74%	77%	72%	77%	76%	67%
		bCF			bCF					D						
Fairly important	341	294	5	31	2	2	41	67	88	231	45	44	67	206	29	5
	21%	20%	29%	34%	13%	28%	30%	26%	23%	20%	22%	21%	24%	20%	20%	27%
				A			A									
Not very important	30	22	1	4	-	-	5	5	3	23	6	-	6	20	4	-
	2%	1%	6%	4%	-	-	4%	2%	1%	2%	3%	-	2%	2%	3%	-
				A			A			C	C		C			
Not at all important	11	10	1	-	-	-	1	3	2	5	1	2	4	5	1	-
	1%	1%	6%	-	-	-	1%	1%	1%	*	*	1%	1%	*	1%	-
			ACf										A			
Don't know	12	10	-	-	-	-	-	-	-	8	-	1	2	7	-	1
	1%	1%	-	-	-	-	-	-	-	1%	-	1%	1%	1%	-	7% AB
<b>Nets</b>																
Important	1600	1440	16	88	16	7	127	247	371	1148	197	201	267	1010	140	17
	97%	97%	89%	96%	100%	100%	95%	97%	99%	97%	96%	99%	95%	97%	96%	93%
		B										d				
Not important	42	32	2	4	-	-	6	8	5	28	7	2	10	25	5	-
	3%	2%	11%	4%	-	-	5%	3%	1%	2%	4%	1%	4%	2%	4%	-
			A				a				c		c			

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1273	509	764	191	258	350	321	154	81	176	149	93	101	71	97	186	111	1064	62	83	63	1273
	77%	71%	82%	69%	72%	80%	83%	81%	83%	78%	77%	69%	81%	79%	74%	79%	79%	77%	77%	69%	81%	77%
			A			AB	AB	AB	D	d			D		D	d		C			c	c
Fairly important	326	171	155	71	84	82	59	28	16	43	37	33	18	19	29	47	21	263	16	33	14	326
	20%	24%	17%	26%	24%	19%	15%	15%	16%	19%	19%	24%	14%	21%	22%	20%	15%	19%	19%	28%	18%	20%
			B	CDE	cDE							Ei								AE		
Not very important	36	27	9	13	11	5	3	5	1	3	5	6	4	-	4	1	6	30	2	2	1	36
	2%	4%	1%	5%	3%	1%	1%	2%	1%	1%	3%	5%	3%	-	3%	*	4%	2%	2%	2%	1%	2%
			B	CD	CD						h	bFH	fH		fH		bFH					
Not at all important	6	3	3	1	2	2	1	-	-	2	1	1	-	-	1	1	-	6	-	-	-	6
	*	*	*	*	1%	*	*	-	-	1%	1%	1%	-	-	1%	*	-	*	-	-	-	*
Don't know	12	7	5	1	3	-	5	3	-	2	2	1	2	-	-	1	2	10	1	1	-	12
	1%	1%	1%	*	1%	-	1%	2%	-	1%	1%	1%	2%	-	-	*	1%	1%	1%	1%	-	1%
					C		C	C														
<b>Nets</b>																						
Important	1599	680	918	262	342	432	380	183	97	219	185	125	119	90	126	233	133	1327	78	117	77	1599
	97%	95%	98%	95%	96%	99%	98%	96%	99%	97%	96%	94%	95%	100%	96%	99%	94%	97%	96%	97%	99%	97%
			A			ABE	Ab		Di				bCDEgl			cDEI						
Not important	42	29	12	14	13	7	4	5	1	5	6	7	4	-	5	2	6	36	2	2	1	42
	3%	4%	1%	5%	4%	1%	1%	2%	1%	2%	3%	5%	3%	-	4%	1%	4%	3%	2%	2%	1%	3%
			B	CD	cD						fH	aFH	f		fH		FH					

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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1273	573	99	86	23	9	22	45	389
77%	75%	84%	73%	64%	74%	68%	73%	82%
	ACDFg							ACDFg
326	169	15	30	11	2	10	14	68
20%	22%	12%	26%	31%	18%	32%	23%	14%
	BH		BH	BH		BH	bh	
36	22	3	1	2	-	-	2	4
2%	3%	3%	1%	6%	-	-	3%	1%
	H			cH				
6	1	1	-	-	1	-	1	2
*	*	1%	-	-	8%	-	2%	*
					ABCH		A	
12	3	-	1	-	-	-	-	8
1%	*	-	1%	-	-	-	-	2%
								A
1599	742	114	116	33	11	32	59	457
97%	97%	97%	98%	94%	92%	100%	95%	97%
42	23	4	1	2	1	-	3	6
3%	3%	3%	1%	6%	8%	-	5%	1%
	h			ch	Ch		ch	

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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1273	180	347	206	221	108	103	230	602	270	60	1	147	222	55	149	154	1236	28
	77%	81%	77%	74%	72%	83%	76%	78%	75%	78%	81%	100%	80%	76%	87%	87%	75%	77%	69%
		cD				CD									bE	aBE			
Fairly important	326	38	84	60	78	19	26	52	172	68	12	-	33	57	6	19	44	316	8
	20%	17%	19%	22%	25%	15%	19%	18%	22%	20%	16%	-	18%	20%	10%	11%	21%	20%	19%
				e	ABE								d	cD		CD			
Not very important	36	3	15	8	5	-	2	7	16	4	2	-	1	9	1	3	6	30	5
	2%	1%	3%	3%	2%	-	2%	2%	2%	1%	3%	-	1%	3%	2%	2%	3%	2%	12%
			E	E										a		a		A	
Not at all important	6	-	1	-	1	2	2	3	3	-	-	-	-	2	-	1	-	6	-
	*	-	*	-	*	2%	1%	1%	*	-	-	-	-	1%	-	1%	-	*	-
						abC	abC	c											
Don't know	12	1	2	3	1	1	2	3	4	3	-	-	2	1	1	-	1	12	-
	1%	*	*	1%	*	1%	2%	1%	1%	1%	-	-	1%	*	2%	-	*	1%	-
<b>Nets</b>																			
Important	1599	218	431	266	299	127	129	282	775	339	72	1	180	279	61	168	198	1552	36
	97%	98%	96%	96%	98%	98%	95%	95%	97%	98%	97%	100%	98%	96%	97%	98%	96%	97%	88%
									a									B	
Not important	42	3	16	8	6	2	4	10	19	4	2	-	1	11	1	4	6	36	5
	3%	1%	4%	3%	2%	2%	3%	3%	2%	1%	3%	-	1%	4%	2%	2%	3%	2%	12%
			a					C						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

### 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	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1273	1273	-	-	-	1237	34	1250	13	914	144	886	27	1129	63	99	1174
	77%	77%	-	-	-	78%	61%	78%	44%	77%	71%	77%	74%	77%	73%	64%	78%
						B		B		B						A	
Fairly important	326	326	-	-	-	303	20	312	12	236	50	226	9	286	21	41	285
	20%	20%	-	-	-	19%	36%	19%	42%	20%	24%	20%	24%	20%	25%	26%	19%
						A		A								B	
Not very important	36	36	-	-	-	35	1	34	2	24	8	25	-	29	1	13	23
	2%	2%	-	-	-	2%	2%	2%	7%	2%	4%	2%	-	2%	1%	8%	2%
									a		a					B	
Not at all important	6	6	-	-	-	5	1	5	1	3	1	3	1	4	1	1	5
	*	*	-	-	-	*	2%	*	3%	*	1%	*	3%	*	1%	1%	*
							a		A				A				
Don't know	12	12	-	-	-	12	-	10	1	8	1	8	-	10	-	1	11
	1%	1%	-	-	-	1%	-	1%	3%	1%	1%	1%	-	1%	-	1%	1%
									a		a						
<b>Nets</b>																	
Important	1599	1599	-	-	-	1541	54	1562	25	1150	194	1113	35	1415	84	140	1459
	97%	97%	-	-	-	97%	96%	97%	86%	97%	95%	97%	97%	97%	98%	91%	97%
								B								A	
Not important	42	42	-	-	-	40	2	38	3	26	9	27	1	33	2	14	28
	3%	3%	-	-	-	2%	4%	2%	10%	2%	5%	2%	3%	2%	2%	9%	2%
								A			a					B	

Columns Tested: A,B,C,D - 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very important	1273	1148	13	64	11	6	94	195	289	914	144	164	211	808	106	18
	77%	77%	72%	69%	68%	86%	70%	77%	77%	77%	71%	80%	75%	77%	73%	100%
		cf								B		B				AB
Fairly important	326	287	4	24	5	1	34	51	76	236	50	35	58	206	30	-
	20%	19%	22%	26%	32%	14%	26%	20%	20%	20%	24%	17%	21%	20%	21%	-
				a			a				c			C	C	
Not very important	36	32	1	3	-	-	4	7	7	24	8	3	8	18	6	-
	2%	2%	5%	3%	-	-	3%	3%	2%	2%	4%	1%	3%	2%	4%	-
											a				A	
Not at all important	6	5	-	1	-	-	1	-	1	3	1	-	2	3	1	-
	*	*	-	1%	-	-	1%	-	*	*	1%	-	1%	*	1%	-
Don't know	12	12	-	-	-	-	-	1	3	8	1	2	1	7	1	-
	1%	1%	-	-	-	-	-	*	1%	1%	1%	1%	*	1%	1%	-
<b>Nets</b>																
Important	1599	1434	17	88	16	7	128	247	365	1150	194	199	268	1014	136	18
	97%	97%	95%	96%	100%	100%	96%	97%	97%	97%	95%	97%	96%	97%	94%	100%
														B		
Not important	42	37	1	4	-	-	5	7	8	26	9	3	10	21	7	-
	3%	2%	5%	4%	-	-	4%	3%	2%	2%	5%	1%	4%	2%	5%	-
											ac				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

	Total	Gender		Age					Region								Country					
		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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	1564	674	890	247	339	426	374	178	90	214	187	124	121	85	125	227	136	1308	72	112	72	1564
	95%	94%	95%	89%	95%	97%	96%	93%	92%	95%	96%	93%	97%	94%	96%	96%	96%	95%	89%	93%	92%	95%
					A	AbE	A											B				B
Nurses	1518	644	875	242	334	416	360	166	88	207	184	116	117	82	119	219	129	1261	75	109	73	1518
	92%	90%	94%	87%	93%	95%	93%	87%	90%	92%	95%	87%	94%	91%	91%	93%	91%	92%	93%	90%	93%	92%
			A		AE	AE	AE				aD		d			d						
Dentists	1479	631	847	236	324	408	344	167	89	202	175	116	115	74	115	216	129	1231	70	109	69	1479
	89%	88%	91%	85%	91%	93%	89%	87%	91%	89%	90%	87%	92%	82%	88%	92%	92%	90%	86%	90%	88%	89%
			a		A	ADE			f	f	f		F			F	F					
Pharmacists	1437	618	819	224	303	399	345	166	84	197	168	114	107	77	106	212	126	1192	71	108	66	1437
	87%	86%	88%	81%	85%	91%	89%	87%	86%	87%	87%	86%	86%	86%	81%	90%	90%	87%	87%	90%	85%	87%
						AB	Ab	a								G	G					
Opticians	1372	583	788	219	302	368	322	160	88	182	163	116	106	68	100	195	118	1136	70	100	66	1372
	83%	81%	84%	79%	85%	84%	83%	84%	90%	80%	84%	87%	84%	76%	77%	83%	84%	83%	86%	83%	84%	83%
					a				BFGH		g	FG										
Physiotherapists	1155	448	708	187	259	328	258	123	72	163	142	88	82	55	89	168	96	956	57	87	56	1155
	70%	62%	76%	67%	72%	75%	66%	65%	74%	72%	73%	66%	65%	61%	68%	71%	68%	70%	70%	72%	71%	70%
			A		de	ADE			f	f	F					f						
Homeopaths	475	187	288	88	105	122	102	57	40	65	56	38	32	19	29	66	44	390	28	40	17	475
	29%	26%	31%	32%	29%	28%	26%	30%	41%	29%	29%	29%	26%	21%	22%	28%	31%	28%	34%	33%	22%	29%
			A						BCDEFGH								g					
Not Stated	38	19	19	15	9	4	5	6	4	4	-	4	3	1	2	6	3	28	3	5	2	38
	2%	3%	2%	5%	3%	1%	1%	3%	4%	2%	-	3%	2%	1%	1%	3%	2%	2%	4%	4%	3%	2%
				bCD	C		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

**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
	a	b	c	d	e	f	g	h
	A	B	C	D	E	F	G	H
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1564	732	112	113	27	11	29	58	450
95%	95%	95%	96%	76%	100%	91%	93%	96%
	D	D	D		d		D	D
1518	716	111	108	28	11	28	58	423
92%	93%	94%	92%	79%	100%	87%	94%	90%
	DH	D	D		d		D	d
1479	704	105	101	27	10	26	57	418
89%	92%	89%	86%	75%	83%	81%	92%	89%
	CDFh	D					D	D
1437	676	103	99	23	11	26	55	411
87%	88%	87%	84%	64%	100%	81%	89%	87%
	D	D	D		D		D	D
1372	644	100	96	20	9	23	54	395
83%	84%	84%	82%	58%	75%	72%	88%	84%
	Df	D	D				Df	Df
1155	563	86	76	21	8	24	47	308
70%	73%	72%	64%	59%	66%	75%	76%	65%
	CdH						cdh	
475	229	47	25	6	4	10	18	126
29%	30%	40%	21%	18%	33%	31%	28%	27%
	c	ACDH						
38	15	2	1	6	-	3	2	6
2%	2%	2%	1%	18%	-	9%	3%	1%
				ABCGH		ABCH		

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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	1564	215	431	262	289	123	123	277	758	330	70	1	175	275	60	163	196	1517	36
	95%	97%	96%	94%	95%	94%	91%	94%	95%	95%	95%	100%	95%	94%	95%	95%	96%	95%	88%
		F	F															b	
Nurses	1518	209	421	252	285	120	114	272	727	325	68	1	171	268	60	158	190	1475	34
	92%	94%	94%	91%	93%	92%	84%	92%	91%	94%	92%	100%	93%	92%	95%	92%	93%	92%	84%
		F	F	F	F	F				b								B	
Dentists	1479	202	415	247	270	118	113	259	722	315	62	1	166	258	56	149	190	1438	30
	89%	91%	92%	89%	88%	91%	84%	88%	91%	91%	83%	100%	91%	88%	89%	87%	93%	90%	73%
		F	dF			f				D	D						d	B	
Pharmacists	1437	196	396	234	264	117	114	257	693	305	64	-	166	255	53	152	182	1399	29
	87%	88%	88%	84%	86%	90%	84%	87%	87%	88%	86%	-	91%	88%	84%	89%	89%	87%	72%
																		B	
Opticians	1372	177	380	225	258	108	112	242	665	293	53	1	158	240	53	144	173	1347	18
	83%	80%	84%	81%	84%	83%	83%	82%	83%	85%	72%	100%	86%	82%	84%	84%	85%	84%	43%
								d	D	D								B	
Physiotherapists	1155	158	307	197	216	94	98	212	564	246	47	-	129	189	41	120	146	1127	21
	70%	71%	68%	71%	71%	72%	72%	72%	71%	71%	64%	-	70%	65%	65%	70%	71%	70%	50%
																		B	
Homeopaths	475	52	110	76	96	58	36	103	216	99	18	-	40	78	16	41	43	461	10
	29%	23%	24%	27%	31%	45%	27%	35%	27%	29%	24%	-	22%	27%	25%	24%	21%	29%	23%
				AB	AB	BCDF		Bcd											
Not Stated	38	1	5	7	7	3	7	6	19	5	1	-	4	9	-	3	3	36	2
	2%	*	1%	3%	2%	2%	5%	2%	2%	1%	1%	-	2%	3%	-	2%	2%	2%	4%
				a	a	a	AB												

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	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	1564	1564	-	-	-	1509	51	1527	25	1126	189	1092	34	1395	77	140	1425
	95%	95%	-	-	-	95%	92%	95%	86%	95%	93%	95%	94%	96%	90%	90%	95%
							B							B			A
Nurses	1518	1518	-	-	-	1463	51	1483	26	1094	185	1060	34	1349	76	130	1388
	92%	92%	-	-	-	92%	91%	92%	90%	92%	91%	92%	94%	92%	89%	84%	93%
							A										A
Dentists	1479	1479	-	-	-	1430	45	1446	22	1076	177	1041	30	1331	68	133	1346
	89%	89%	-	-	-	90%	81%	90%	76%	91%	87%	91%	84%	91%	79%	86%	90%
						B		B		b				B			
Pharmacists	1437	1437	-	-	-	1388	44	1402	24	1036	171	1005	30	1293	67	125	1311
	87%	87%	-	-	-	87%	79%	87%	83%	88%	84%	88%	83%	89%	78%	81%	88%
						b								B			A
Opticians	1372	1372	-	-	-	1331	36	1342	21	991	170	960	27	1253	49	123	1249
	83%	83%	-	-	-	84%	65%	83%	72%	84%	83%	84%	76%	86%	57%	79%	83%
						B								B			
Physiotherapists	1155	1155	-	-	-	1118	35	1130	19	829	142	800	23	1046	44	100	1056
	70%	70%	-	-	-	70%	62%	70%	65%	70%	70%	70%	64%	72%	51%	64%	70%
														B			
Homeopaths	475	475	-	-	-	466	8	466	6	324	57	320	5	444	16	44	430
	29%	29%	-	-	-	29%	15%	29%	20%	27%	28%	28%	15%	30%	19%	29%	29%
						B						b		B			
Not Stated	38	38	-	-	-	36	2	35	2	27	6	24	2	24	5	7	31
	2%	2%	-	-	-	2%	4%	2%	7%	2%	3%	2%	6%	2%	6%	4%	2%
							a							A		b	

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
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	1656	1488	18	92	16	7	133	253	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GPs	1564	1415	16	83	14	7	120	241	1126	189	190	262	995	133	18
	95%	95%	87%	90%	88%	100%	90%	94%	95%	93%	93%	94%	95%	92%	100%
	bCF												b		
Nurses	1518	1371	17	76	15	7	115	231	1094	185	191	249	963	133	17
	92%	92%	93%	83%	94%	100%	86%	90%	92%	91%	94%	89%	92%	92%	95%
	CF								d		d				
Dentists	1479	1338	15	76	12	7	110	228	1076	177	186	240	948	125	17
	89%	90%	82%	83%	75%	100%	82%	89%	91%	87%	91%	86%	91%	86%	95%
	CDF								bD		d		b		
Pharmacists	1437	1298	13	75	14	5	107	215	1036	171	176	236	912	125	15
	87%	88%	71%	82%	88%	72%	80%	84%	88%	84%	86%	84%	87%	86%	83%
	BcF														
Opticians	1372	1238	13	72	12	7	104	214	991	170	171	228	865	124	17
	83%	84%	71%	78%	76%	100%	78%	84%	84%	83%	84%	82%	83%	86%	95%
Physiotherapists	1155	1046	11	60	11	5	87	189	829	142	138	203	724	102	16
	70%	71%	60%	65%	69%	72%	65%	74%	70%	70%	68%	73%	69%	70%	89%
															ab
Homeopaths	475	424	2	30	2	2	36	83	324	57	65	92	287	40	8
	29%	29%	11%	32%	13%	30%	27%	32%	27%	28%	32%	33%	28%	28%	44%
				b								a			
Not Stated	38	32	1	3	1	-	5	7	27	6	4	8	22	5	-
	2%	2%	7%	3%	6%	-	4%	3%	2%	3%	2%	3%	2%	3%	-

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	872	394	478	143	184	238	207	99	55	121	102	66	57	49	68	131	81	730	45	63	34	872
	53%	55%	51%	52%	51%	54%	53%	52%	56%	54%	53%	49%	46%	55%	52%	55%	58%	53%	56%	52%	43%	53%
																e	e	d				d
Optician	353	138	214	70	80	82	78	42	22	47	45	26	33	19	25	43	18	279	22	33	20	353
	21%	19%	23%	25%	22%	19%	20%	22%	23%	21%	23%	20%	26%	21%	19%	18%	13%	20%	27%	27%	25%	21%
			a	C					i	i	I		hl	i						a		
Pharmacist	145	43	102	19	37	43	35	11	9	14	15	9	9	12	15	21	15	118	6	10	11	145
	9%	6%	11%	7%	10%	10%	9%	6%	9%	6%	8%	7%	7%	13%	11%	9%	11%	9%	7%	9%	15%	9%
			A	e										B	b						ae	
A&E	97	57	41	18	24	18	24	13	3	10	13	12	8	3	6	20	10	85	2	5	5	97
	6%	8%	4%	7%	7%	4%	6%	7%	3%	4%	7%	9%	7%	3%	5%	9%	7%	6%	2%	4%	7%	6%
			B	c							abf					abf						
Eye hospital	63	31	32	4	9	19	19	12	5	13	6	4	6	2	5	9	7	57	2	2	2	63
	4%	4%	3%	2%	3%	4%	5%	6%	5%	6%	3%	3%	5%	2%	4%	4%	5%	4%	3%	2%	3%	4%
					A	A	Ab															
Walk in clinic	38	17	21	2	7	17	10	2	4	8	5	7	1	1	2	2	4	33	1	1	3	38
	2%	2%	2%	1%	2%	4%	3%	1%	4%	3%	3%	5%	1%	1%	1%	1%	3%	2%	1%	1%	4%	2%
					Ae	a			H	H		EH									c	
Other	77	32	45	20	15	18	14	10	-	11	8	9	9	4	9	9	5	64	3	7	2	77
	5%	5%	5%	7%	4%	4%	4%	5%	-	5%	4%	7%	7%	5%	7%	4%	4%	5%	4%	6%	3%	5%
				cD						A	A	A	A	A	A	a	a					
Don't know	7	4	3	1	-	3	1	2	-	2	-	-	2	-	1	1	1	7	-	-	-	7
	*	1%	*	*	-	1%	*	1%	-	1%	-	-	2%	-	1%	*	1%	1%	-	-	-	*
								B					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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
872	402	65	67	22	6	18	34	240
53%	52%	55%	56%	61%	49%	56%	54%	51%
353	171	20	27	8	4	8	5	103
21%	22%	17%	23%	22%	34%	25%	8%	22%
	G		G	g	G	G		G
145	70	12	9	1	1	2	6	42
9%	9%	10%	7%	3%	8%	6%	10%	9%
97	42	6	8	2	-	-	5	32
6%	5%	5%	7%	6%	-	-	8%	7%
							f	
63	27	4	4	-	-	3	4	22
4%	3%	3%	3%	-	-	9%	6%	5%
						d		
38	19	2	1	1	-	-	4	12
2%	2%	2%	1%	3%	-	-	6%	3%
							aC	
77	34	9	3	2	1	1	5	18
5%	4%	8%	3%	6%	8%	3%	7%	4%
		ch						
7	4	-	-	-	-	-	-	3
*	1%	-	-	-	-	-	-	1%

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	872	114	247	158	162	60	61	152	413	198	35	-	84	144	29	89	92	842	24
	53%	51%	55%	57%	53%	46%	45%	51%	52%	57%	47%	-	46%	50%	45%	52%	45%	53%	57%
			eF	EF						bd									
Optician	353	59	86	51	60	35	32	59	178	69	16	-	36	65	13	46	57	345	7
	21%	26%	19%	18%	19%	27%	24%	20%	22%	20%	22%	-	20%	22%	20%	27%	28%	22%	17%
		BCd				bcd											a		
Pharmacist	145	15	35	30	29	18	12	29	80	24	6	-	21	24	3	8	21	143	2
	9%	7%	8%	11%	10%	13%	9%	10%	10%	7%	8%	-	12%	8%	5%	5%	10%	9%	4%
						AB							D				d		
A&E	97	12	27	14	21	6	9	26	34	21	4	1	15	22	4	9	13	90	6
	6%	5%	6%	5%	7%	5%	6%	9%	4%	6%	5%	100%	8%	8%	6%	5%	6%	6%	14%
								B										A	
Eye hospital	63	11	20	5	12	4	5	11	27	13	8	-	10	8	7	6	9	63	-
	4%	5%	5%	2%	4%	3%	4%	4%	3%	4%	11%	-	6%	3%	12%	4%	4%	4%	-
		c	c								ABC				aBDE				
Walk in clinic	38	4	13	5	7	5	6	3	26	7	1	-	7	6	3	5	9	38	-
	2%	2%	3%	2%	2%	4%	4%	1%	3%	2%	1%	-	4%	2%	5%	3%	4%	2%	-
									A										
Other	77	8	20	15	14	2	11	14	40	10	2	-	10	22	2	7	5	72	3
	5%	4%	4%	5%	5%	2%	8%	5%	5%	3%	3%	-	6%	8%	3%	4%	2%	5%	7%
				e		abE								E					
Don't know	7	1	3	-	2	1	-	1	1	3	2	-	-	-	2	1	-	7	-
	*	*	1%	-	1%	1%	-	*	*	1%	3%	-	-	-	4%	1%	-	*	-
										b	AB				ABdE				

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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	872	872	-	-	-	843	26	854	16	614	92	604	17	764	52	96	776
	53%	53%	-	-	-	53%	46%	53%	53%	52% b	45%	53%	46%	52%	60%	62% B	52%
Optician	353	353	-	-	-	343	10	343	4	261	56	252	5	319	12	27	325
	21%	21%	-	-	-	22%	17%	21%	13%	22%	27%	22%	14%	22% b	14%	18%	22%
Pharmacist	145	145	-	-	-	141	5	142	2	106	23	97	5	134	5	9	136
	9%	9%	-	-	-	9%	8%	9%	6%	9%	11%	8%	12%	9%	5%	6%	9%
A&E	97	97	-	-	-	90	6	95	2	64	11	60	6	78	8	7	90
	6%	6%	-	-	-	6%	11%	6%	7%	5%	5%	5%	17% A	5%	9%	5%	6%
Eye hospital	63	63	-	-	-	61	2	60	2	49	7	49	2	55	4	1	62
	4%	4%	-	-	-	4%	4%	4%	7%	4%	3%	4%	5%	4%	5%	1%	4% A
Walk in clinic	38	38	-	-	-	37	1	38	-	32	3	30	1	36	2	3	35
	2%	2%	-	-	-	2%	2%	2%	-	3%	2%	3%	3%	2%	2%	2%	2%
Other	77	77	-	-	-	70	7	71	4	53	12	52	1	68	3	11	66
	5%	5%	-	-	-	4%	13% A	4%	14% A	4%	6%	5%	3%	5%	3%	7%	4%
Don't know	7	7	-	-	-	7	-	6	-	5	1	5	-	6	1	-	7
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	1%	-	*

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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
GP	872	775	7	59	6	5	77	130	199	614	92	116	146	557	64	7
	53%	52%	38%	64%	36%	72%	58%	51%	53%	52%	45%	57%	52%	53%	44%	41%
				ABD						b		B		B		
Optician	353	321	4	15	3	1	23	65	81	261	56	40	57	212	46	7
	21%	22%	21%	16%	19%	14%	17%	26%	22%	22%	27%	19%	20%	20%	32%	38%
										cd				A	a	
Pharmacist	145	137	1	5	1	-	7	19	30	106	23	15	28	87	15	1
	9%	9%	6%	5%	6%	-	5%	7%	8%	9%	11%	8%	10%	8%	10%	5%
A&E	97	88	-	5	3	-	8	12	21	64	11	9	23	60	7	1
	6%	6%	-	5%	20%	-	6%	5%	6%	5%	5%	4%	8%	6%	5%	5%
				AbCf									ac			
Eye hospital	63	55	1	3	1	1	6	10	16	49	7	6	8	46	5	-
	4%	4%	6%	3%	6%	14%	4%	4%	4%	4%	3%	3%	3%	4%	3%	-
Walk in clinic	38	38	-	-	-	-	-	3	5	32	3	3	5	29	2	1
	2%	3%	-	-	-	-	-	1%	1%	3%	2%	1%	2%	3%	1%	5%
		f														
Other	77	62	5	4	2	-	11	15	23	53	12	14	14	47	6	1
	5%	4%	29%	4%	13%	-	8%	6%	6%	4%	6%	7%	5%	4%	4%	5%
			ACF	a			A									
Don't know	7	6	-	1	-	-	1	1	1	5	1	2	-	5	-	-
	*	*	-	1%	-	-	1%	*	*	*	*	1%	-	*	-	-
												d				

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
More than 2 years but less than 5 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 years or more ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Have never been to the opticians	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net: More than 2 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score	.86	.91	.81	.93	.93	.85	.77	.80	.82	.90	.79	.80	.83	.82	.93	.86	.94	.86	.80	.87	.86	.86
		B		cDE	CDE	d				c					Cd		Cd					

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

## 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.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker
		a	b	c	d	e	f	g
		A	B	C	D	E	F	H
Unweighted Total	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
More than 2 years but less than 5 years ago	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
5 years or more ago	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Have never been to the opticians	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Net: More than 2 years ago	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Mean Score	.86	.88	.86	.82	1.06	.62	.81	.93
		H			abCEFH		eh	

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

		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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	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
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
More than 2 years but less than 5 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 years or more ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Have never been to the opticians	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net: More than 2 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score	.86	.79	.88	.96	.82	.83	.84	.95	.82	.86	.76	1.00	.73	.84	.79	.74	.79	.85	1.13
			a	ABDEF				BcD						AD				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	
	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	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
More than 2 years but less than 5 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 years or more ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Have never been to the opticians	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net: More than 2 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score	.86	-	-	-	.85	.91	.86	1.04 a	.81 B	.72	.81	.87	.85	.89	1.16 B	.83

Columns Tested: A,B,C,D - A,B - 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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	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
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
More than 2 years but less than 5 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5 years or more ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Have never been to the opticians	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Net: More than 2 years ago	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Mean Score	.86	.85	.74	.93	1.12	.93	.93	.92	.87	.81	.72	.90	.99	.83	.69	.89
					aB					B		AB	AB	B		

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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
	40%	39%	41%	41%	34%	35%	43%	57%	37%	40%	41%	43%	40%	40%	46%	39%	42%	41%	36%	40%	37%	40%
				bc			BC	ABCD														
More than 2 years but less than 5 years ago	820	352	468	121	186	241	200	71	47	116	105	63	58	43	55	120	67	676	38	59	47	820
	50%	49%	50%	44%	52%	55%	52%	37%	48%	51%	54%	47%	47%	48%	42%	51%	48%	49%	47%	50%	59%	50%
				AE	AE	AE	AE			g	G					g					a	
5 years or more ago	90	44	47	17	32	26	9	6	7	13	6	6	9	6	6	16	9	78	5	7	1	90
	5%	6%	5%	6%	9%	6%	2%	3%	7%	6%	3%	4%	7%	6%	5%	7%	6%	6%	6%	6%	1%	5%
				D	DE	D										c		d	d			d
Have never been to the opticians	78	43	35	24	19	19	10	6	7	7	3	8	7	5	10	9	5	61	9	6	2	78
	5%	6%	4%	9%	5%	4%	3%	3%	7%	3%	2%	6%	6%	5%	8%	4%	4%	4%	11%	5%	3%	5%
		B		bCDE	D				C			C	C	c	BCh				AdE			
Mean Score	2.28	2.41	2.18	2.16	2.71	2.55	1.95	1.75	2.43	2.48	1.99	2.39	2.50	2.25	2.22	2.29	2.46	2.33	2.23	2.03	1.97	2.28
				dE	ADE	DE			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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
664	284	40	48	12	4	16	22	224
40%	37%	34%	41%	34%	33%	50%	36%	48%
								ABg
820	389	68	58	16	5	12	30	223
50%	51%	57%	49%	46%	42%	37%	48%	47%
		Fh						
90	54	7	9	2	2	2	3	11
5%	7%	6%	7%	6%	17%	6%	5%	2%
	H	h	H		H			
78	40	3	4	5	1	2	7	13
5%	5%	3%	3%	14%	8%	6%	11%	3%
	H			ABCH			aBCH	
2.28	2.42	2.53	2.87	2.50	3.19	1.84	2.27	1.86
	H	H	H	H	fH		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	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
	40%	44%	42%	32%	40%	39%	44%	36%	42%	41%	47%	-	54%	48%	53%	56%	50%	41%	27%
		C	C		c		C		a		a					b		b	
More than 2 years but less than 5 years ago	820	108	217	160	153	65	54	137	408	174	30	1	77	124	28	62	85	797	18
	50%	49%	48%	58%	50%	50%	40%	46%	51%	50%	40%	100%	42%	43%	44%	36%	42%	50%	43%
		f	f	ABdF	F	f			d										
5 years or more ago	90	13	26	14	15	10	7	28	26	22	6	-	4	14	1	9	8	83	6
	5%	6%	6%	5%	5%	8%	5%	9%	3%	6%	8%	-	2%	5%	1%	5%	4%	5%	15%
								B		B	B								A
Have never been to the opticians	78	4	17	14	17	5	15	24	27	9	4	-	4	13	1	3	9	71	6
	5%	2%	4%	5%	5%	4%	11%	8%	3%	3%	5%	-	2%	4%	2%	2%	4%	4%	15%
				A	A		ABCDE	BC											A
Mean Score	2.28	2.19	2.24	2.59	2.32	2.33	2.03	2.73	2.05	2.35	2.21	2.00	1.74	2.09	1.58	1.88	1.93	2.25	3.74
				f				B		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

### 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	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	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
	40%	40%	-	-	-	41%	25%	40%	34%	43%	66%	43%	41%	41%	36%	42%	40%
						B					A						
More than 2 years but less than 5 years ago	820	820	-	-	-	786	32	801	13	592	62	569	19	720	42	70	749
	50%	50%	-	-	-	49%	57%	50%	45%	50%	30%	50%	52%	49%	49%	45%	50%
										B							
5 years or more ago	90	90	-	-	-	83	7	87	2	42	5	39	2	76	8	4	87
	5%	5%	-	-	-	5%	13%	5%	7%	4%	2%	3%	6%	5%	9%	3%	6%
						A									a		a
Have never been to the opticians	78	78	-	-	-	74	3	73	4	41	3	42	-	69	5	16	62
	5%	5%	-	-	-	5%	6%	5%	14%	3%	1%	4%	-	5%	6%	10%	4%
							A								B		
Mean Score	2.28	2.28	-	-	-	2.26	3.05	2.28	2.09	2.09	1.54	2.06	2.56	2.25	2.43	2.07	2.30
							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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	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
	40%	40%	61%	41%	43%	44%	44%	38%	39%	43%	66%	34%	30%	40%	72%	41%
			a							CD	ACD				AC	
More than 2 years but less than 5 years ago	820	740	5	45	8	3	61	117	181	592	62	103	140	551	37	10
	50%	50%	29%	49%	50%	42%	46%	46%	48%	50%	30%	50%	50%	53%	25%	54%
		b								B		B	B	B		B
5 years or more ago	90	86	1	2	-	1	4	25	26	42	5	22	28	38	3	1
	5%	6%	5%	2%	-	14%	3%	10%	7%	4%	2%	11%	10%	4%	2%	5%
						c						AB	AB			
Have never been to the opticians	78	66	1	8	1	-	10	15	24	41	3	11	27	41	1	-
	5%	4%	5%	9%	7%	-	8%	6%	6%	3%	1%	5%	9%	4%	1%	-
			a									B	ABc	B		
Mean Score	2.28	2.32	2.03	1.87	1.89	2.01	1.90	2.67	2.39	2.09	1.54	2.82	2.84	2.17	1.42	2.45
										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

	Total	Gender		Age					Region								Country					
		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	1578	676	902	245	329	449	402	153	91	220	192	125	119	86	122	229	136	1320	73	114	71	1578
Weighted Total	1575	674	901	253	339	420	378	185	91	219	190	126	118	85	121	227	136	1312	72	114	76	1575
	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	198	105	93	36	45	47	39	31	11	22	19	15	15	8	20	31	15	157	8	22	12	198
	13%	16%	10%	14%	13%	11%	10%	17%	12%	10%	10%	12%	13%	9%	17%	14%	11%	12%	11%	19%	16%	13%
		B						cD							bc					Ae		
1-3 months	89	36	52	13	23	18	18	17	3	10	12	10	4	4	12	7	13	75	3	8	3	89
	6%	5%	6%	5%	7%	4%	5%	9%	3%	4%	6%	8%	4%	5%	10%	3%	9%	6%	4%	7%	4%	6%
								CD				H			aBEH	abeH						
4-6 months	220	87	132	42	37	55	55	31	12	36	23	16	14	9	19	33	22	183	14	14	9	220
	14%	13%	15%	16%	11%	13%	15%	17%	13%	16%	12%	13%	12%	10%	16%	14%	16%	14%	19%	12%	12%	14%
				b				b														
7-9 months	94	42	52	18	17	18	28	12	5	19	14	2	6	1	10	13	12	82	2	4	6	94
	6%	6%	6%	7%	5%	4%	7%	7%	6%	9%	7%	2%	5%	1%	8%	6%	9%	6%	3%	4%	7%	6%
				c				C		DF	DF				DF	df	DF					
10-12 months	427	177	250	67	82	118	106	53	24	55	57	34	34	25	30	63	36	359	21	27	20	427
	27%	26%	28%	27%	24%	28%	28%	28%	26%	25%	30%	27%	29%	30%	25%	28%	27%	27%	29%	24%	26%	27%
13-18 months	141	59	82	17	36	45	35	7	5	20	16	10	11	12	11	20	11	115	7	12	7	141
	9%	9%	9%	7%	11%	11%	9%	4%	5%	9%	8%	8%	9%	14%	9%	9%	8%	9%	10%	10%	9%	9%
				aE		aE		E						a								
19-24 months	247	93	154	34	51	75	69	19	17	38	37	23	19	15	13	35	11	206	10	19	12	247
	16%	14%	17%	13%	15%	18%	18%	10%	18%	17%	19%	18%	16%	17%	10%	16%	8%	16%	13%	17%	16%	16%
			a			E		aE	I	gl	Gl	gl	i	I		I						
25-36 months	63	27	36	7	15	15	16	10	5	6	7	7	7	5	-	9	6	52	3	2	6	63
	4%	4%	4%	3%	4%	4%	4%	5%	6%	3%	4%	6%	6%	6%	-	4%	5%	4%	4%	2%	7%	4%
									G	g	G	G	G	G		G	G				c	
More than 36 months	97	48	50	19	32	29	11	6	9	13	7	8	9	7	6	17	9	85	5	6	2	97
	6%	7%	6%	8%	9%	7%	3%	3%	10%	6%	4%	6%	7%	8%	5%	7%	7%	6%	7%	5%	2%	6%
				De	DE	De			C													
Mean Score	17.37	18.20	16.75	15.13	21.59	20.68	14.25	11.56	19.95	19.23	14.42	19.34	20.30	17.47	15.97	17.44	18.62	17.90	17.53	13.86	13.31	17.37
				E	ADE	aDE	e		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

	Total	Employment status						
		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
Significance Level: 95%		A	B	C	D	E	F	G
Unweighted Total	1578	737	117	118	29	11	30	56
Weighted Total	1575	728	115	114	30	11	30	55
	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	198	92	17	15	6	1	3	6
	13%	13%	15%	13%	21%	10%	10%	11%
1-3 months	89	37	7	3	1	-	2	4
	6%	5%	6%	3%	3%	-	7%	7%
								c
4-6 months	220	94	15	22	5	2	5	7
	14%	13%	13%	19%	15%	18%	16%	12%
				a				
7-9 months	94	38	4	6	4	1	3	3
	6%	5%	4%	5%	13%	9%	10%	5%
				aB				
10-12 months	427	197	24	26	3	3	9	17
	27%	27%	21%	23%	10%	27%	30%	30%
		D				d	D	BD
13-18 months	141	79	9	9	1	-	3	5
	9%	11%	8%	8%	3%	-	10%	9%
		H						
19-24 months	247	108	20	21	5	1	3	9
	16%	15%	18%	19%	17%	9%	10%	16%
25-36 months	63	25	8	3	3	1	-	3
	4%	3%	7%	3%	10%	10%	-	5%
				acf	f			
More than 36 months	97	57	11	10	2	2	2	2
	6%	8%	10%	9%	7%	18%	7%	4%
		H	H	H		gH		
Mean Score	17.37	18.77	19.91	24.93	17.00	31.74	12.90	16.38
		H	H	H		FH		

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

	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	1578	222	431	265	290	125	120	265	780	340	70	1	182	279	62	166	197	1532	36
Weighted Total	1575	219	432	263	289	125	121	271	771	337	70	1	179	278	62	168	196	1530	35
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	198	32	58	36	36	8	14	38	88	49	8	-	25	36	8	21	25	189	7
	13%	14%	13%	14%	12%	6%	12%	14%	11%	14%	12%	-	14%	13%	13%	13%	13%	12%	20%
		E	E	E	e														
1-3 months	89	11	23	10	21	6	9	15	42	20	6	-	16	14	9	12	15	88	1
	6%	5%	5%	4%	7%	5%	8%	6%	6%	6%	9%	-	9%	5%	15%	7%	8%	6%	3%
					c		c						b		Bd				
4-6 months	220	37	65	28	35	21	17	38	117	40	13	-	26	46	7	23	33	216	3
	14%	17%	15%	11%	12%	17%	14%	14%	15%	12%	19%	-	15%	16%	12%	13%	17%	14%	8%
		C																	
7-9 months	94	6	27	18	14	7	11	15	48	19	5	-	15	13	5	15	11	92	2
	6%	3%	6%	7%	5%	6%	9%	6%	6%	6%	7%	-	9%	5%	8%	9%	6%	6%	6%
			A	A			Ad						b			b			
10-12 months	427	61	122	67	74	32	39	56	228	86	15	1	59	97	21	50	61	412	9
	27%	28%	28%	26%	25%	26%	32%	21%	30%	25%	21%	100%	33%	35%	34%	29%	31%	27%	27%
									A										
13-18 months	141	21	36	26	25	14	6	23	73	30	5	-	10	21	4	15	15	141	-
	9%	10%	8%	10%	9%	11%	5%	9%	10%	9%	7%	-	6%	8%	6%	9%	8%	9%	-
		f		f		f												b	
19-24 months	247	24	62	51	55	21	15	45	116	57	7	-	17	31	6	15	19	242	5
	16%	11%	14%	19%	19%	17%	13%	17%	15%	17%	10%	-	9%	11%	9%	9%	10%	16%	13%
				Ab	A	a													
25-36 months	63	10	11	13	14	3	5	11	28	14	5	-	6	7	2	8	6	62	1
	4%	5%	3%	5%	5%	2%	4%	4%	4%	4%	7%	-	3%	2%	3%	5%	3%	4%	3%
				b	b														
More than 36 months	97	17	28	15	15	13	5	30	30	23	6	-	5	13	-	9	10	88	7
	6%	8%	7%	6%	5%	10%	4%	11%	4%	7%	8%	-	3%	5%	-	5%	5%	6%	21%
						cdf		Bc		B	b			c		c	c	A	
Mean Score	17.37	16.90	16.72	19.73	18.31	18.32	14.67	21.77	14.91	17.84	17.78	12.00	12.25	15.17	9.61	13.86	13.95	17.05	32.14
								B								c	c	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

## 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	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not conf ident	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	1578	1578	-	-	-	1521	54	1542	25	1152	201	1114	37	1391	82	136	1442
Weighted Total	1575	1575	-	-	-	1519	53	1538	25	1143	201	1106	36	1390	81	139	1436
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	198	198	-	-	-	192	6	190	6	140	34	136	3	178	14	35	163
	13%	13%	-	-	-	13%	11%	12%	23%	12%	a 17%	12%	8%	13%	17%	25% B	11%
1-3 months	89	89	-	-	-	87	2	88	1	75	23	75	2	84	1	13	75
	6%	6%	-	-	-	6%	4%	6%	5%	7%	A 12%	7%	5%	6% b	1%	10% B	5%
4-6 months	220	220	-	-	-	212	6	214	4	167	40	159	7	190	16	16	203
	14%	14%	-	-	-	14%	11%	14%	15%	15%	a 20%	14%	20%	14%	19%	12%	14%
7-9 months	94	94	-	-	-	90	4	92	1	69	14	68	2	82	4	9	85
	6%	6%	-	-	-	6%	7%	6%	4%	6%	7%	6%	5%	6%	5%	6%	6%
10-12 months	427	427	-	-	-	415	11	418	6	310	53	304	9	376	14	37	390
	27%	27%	-	-	-	27%	21%	27%	24%	27%	26%	27%	24%	27%	17% b	27%	27%
13-18 months	141	141	-	-	-	135	6	138	2	106	13	100	5	128	6	11	130
	9%	9%	-	-	-	9%	11%	9%	10%	9%	7%	9%	13%	9%	8%	8%	9%
19-24 months	247	247	-	-	-	237	10	243	2	186	19	182	3	214	16	10	237
	16%	16%	-	-	-	16%	18%	16%	8%	B 16%	10%	16%	8%	15%	19%	7% A	16%
25-36 months	63	63	-	-	-	61	2	61	1	43	-	37	4	53	3	2	61
	4%	4%	-	-	-	4%	4%	4%	4%	B 4%	-	3%	A 11%	4%	3%	1% A	4%
More than 36 months	97	97	-	-	-	90	7	94	2	49	5	45	2	84	8	5	92
	6%	6%	-	-	-	6%	A 13%	6%	8%	4%	3%	4%	6%	6%	10%	4% A	6%
Mean Score	17.37	17.37	-	-	-	17.09	25.97 A	17.40	13.05	15.48 B	10.03	15.16	20.32	17.09	18.79	11.07	17.98 A

Columns Tested: A,B,C,D - 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

	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	1578	1422	17	84	15	7	123	238	354	1152	201	195	248	1010	144	18
Weighted Total	1575	1417	17	84	15	7	123	239	352	1143	201	194	253	1002	144	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 month	198	177	1	14	3	-	18	30	44	140	34	28	30	117	24	4
	13%	12%	6%	17%	20%	-	15%	12%	13%	12%	17%	15%	12%	12%	16%	22%
											a					
1-3 months	89	78	3	4	-	2	9	14	19	75	23	3	10	55	21	-
	6%	6%	18%	5%	-	28%	7%	6%	5%	7%	12%	1%	4%	6%	15%	-
			AcD			ACDf				C	ACD				Ac	
4-6 months	220	194	4	15	3	1	23	36	42	167	40	24	31	136	32	5
	14%	14%	23%	18%	19%	16%	19%	15%	12%	15%	20%	12%	12%	14%	22%	28%
											aCD				A	a
7-9 months	94	85	1	4	1	-	6	12	22	69	14	12	16	58	12	-
	6%	6%	6%	5%	7%	-	5%	5%	6%	6%	7%	6%	6%	6%	8%	-
10-12 months	427	380	4	26	5	3	39	62	100	310	53	55	63	276	37	3
	27%	27%	25%	31%	34%	42%	31%	26%	28%	27%	26%	29%	25%	28%	25%	17%
13-18 months	141	128	1	9	-	-	10	21	33	106	13	17	20	98	7	1
	9%	9%	6%	11%	-	-	8%	9%	9%	9%	7%	9%	8%	10%	5%	5%
														b		
19-24 months	247	226	-	6	3	-	9	31	54	186	19	25	38	176	9	2
	16%	16%	-	7%	20%	-	7%	13%	15%	16%	10%	13%	15%	18%	6%	11%
		bCF			bf					B			b	B		
25-36 months	63	57	2	3	-	-	5	7	9	43	-	9	16	41	-	2
	4%	4%	11%	3%	-	-	4%	3%	3%	4%	-	5%	6%	4%	-	11%
										B		B	aB	B		B
More than 36 months	97	92	1	3	-	1	5	26	29	49	5	21	30	45	3	1
	6%	7%	6%	4%	-	14%	4%	11%	8%	4%	3%	11%	12%	4%	2%	5%
												AB	AB			
Mean Score	17.37	17.89	15.64	11.91	10.00	12.94	12.26	21.26	18.64	15.48	10.03	23.17	22.79	16.22	8.80	18.79
		f								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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1492	631	860	226	319	405	370	171	93	207	178	116	106	85	108	212	131	1236	75	114	67	1492
	90%	88%	92%	81%	89%	92%	95%	90%	95%	91%	92%	87%	85%	94%	83%	90%	93%	90%	92%	95%	86%	90%
			A		A	Ab	ABcE	A	DEG	eG	dEG			dEG		G	dEG			aDe		
Only if there is something wrong with vision or eyes	161	86	75	52	39	33	18	20	5	19	15	18	19	5	22	23	10	137	6	6	11	161
	10%	12%	8%	19%	11%	8%	5%	10%	5%	9%	8%	13%	15%	6%	17%	10%	7%	10%	8%	5%	14%	10%
		B		BCDE	cD	d		D				Acfi	AbCFI		ABCFHI			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

**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	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1492	687	100	106	26	11	29	444
	90%	89%	85%	90%	74%	92%	91%	94%
		D	D			d	D	ABD
Only if there is something wrong with vision or eyes	161	81	18	12	9	1	3	27
	10%	11%	15%	10%	26%	8%	9%	6%
		H	H		ACfGH			

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

	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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
		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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1492	206	408	253	269	116	119	258	731	318	65	1	175	272	60	159	192	1455	29
	90%	93%	91%	91%	88%	89%	88%	87%	92%	92%	87%	100%	96%	93%	95%	93%	94%	91%	71%
		d							A	a								B	
Only if there is something wrong with vision or eyes	161	16	42	24	37	14	16	38	67	28	9	-	8	20	3	12	13	146	12
	10%	7%	9%	9%	12%	11%	12%	13%	8%	8%	13%	-	4%	7%	5%	7%	6%	9%	29%
					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

### 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	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1492	1492	-	-	-	1443	44	1456	23	1098	189	1068	31	1325	69	133	1359
	90%	90%	-	-	-	91%	79%	90%	78%	93%	92%	93%	85%	91%	80%	86%	91%
						B		B				b		B		a	
Only if there is something wrong with vision or eyes	161	161	-	-	-	150	12	155	7	86	15	80	5	134	17	22	139
	10%	10%	-	-	-	9%	21%	10%	22%	7%	8%	7%	15%	9%	20%	14%	9%
							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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Regularly	1492	1361	13	69	11	5	98	213	332	1098	189	172	237	966	136	15
	90%	92%	72%	75%	68%	72%	74%	84%	88%	93%	92%	84%	85%	93%	94%	83%
		BCDeF								CD	CD					
Only if there is something wrong with vision or eyes	161	122	5	23	5	2	35	42	44	86	15	33	42	77	9	3
	10%	8%	28%	25%	32%	28%	26%	16%	12%	7%	8%	16%	15%	7%	6%	17%
			A	A	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

## 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	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
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	1498	634	864	219	310	434	394	141	93	208	180	115	107	86	110	215	131	1245	76	114	63	1498
Weighted Total	1492	631	860	226	319	405	370	171	93	207	178	116	106	85	108	212	131	1236	75	114	67	1492
	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	112	43	69	37	14	32	15	13	8	9	16	9	5	11	12	11	12	93	8	9	3	112
	8%	7%	8%	16%	5%	8%	4%	8%	9%	4%	9%	8%	5%	13%	11%	5%	9%	8%	11%	7%	4%	8%
				BCDE		bD		d			b			BEH	BeH	b						
1 to less than 2 years	631	277	354	96	132	137	157	109	36	94	76	44	52	36	57	85	50	531	24	43	32	631
	42%	44%	41%	42%	42%	34%	42%	64%	39%	46%	43%	38%	49%	43%	53%	40%	38%	43%	32%	38%	48%	42%
				C	C		C	ABCD							AcDHI			b			b	b
2 years	572	206	365	51	120	208	170	23	30	77	76	50	42	30	30	91	53	479	27	49	17	572
	38%	33%	42%	23%	38%	51%	46%	13%	33%	37%	42%	43%	40%	35%	28%	43%	40%	39%	37%	43%	25%	38%
			A	E	AE	ABE	ABE			g	G	G	g			aG	G	D		D		D
More than 2 years	116	69	47	22	39	21	15	18	12	18	4	11	5	4	7	20	9	90	7	9	11	116
	8%	11%	5%	10%	12%	5%	4%	11%	13%	9%	2%	9%	5%	5%	7%	9%	7%	7%	9%	8%	16%	8%
		B		CD	CD		CD		CEf	C		C			c	C	C				AE	
Don't know	60	35	24	19	13	6	13	8	5	9	7	2	2	4	2	5	6	42	9	4	5	60
	4%	6%	3%	8%	4%	2%	4%	4%	5%	4%	4%	2%	2%	5%	2%	2%	5%	3%	12%	3%	7%	4%
		B		BCD	C		c	C											ACE			
Not Stated	1	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	*	*	-	-	-	*	-	-	1%	-	-	-	-	-	-	-	-	*	-	-	-	*
Mean Score	1.51	1.55	1.49	1.33	1.56 AE	1.66 AE	1.53 AE	1.28	1.52 G	1.50 G	1.44 g	1.55 FG	1.47 g	1.37	1.33	1.59 CFG	1.79	1.52	1.50	1.52	1.49	1.51

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
	a	b	c	d	e	f	g	h
	A	B	C	D	E	F	G	H
1498	697	102	110	25	11	29	57	435
1492	687	100	106	26	11	29	56	444
100%	100%	100%	100%	100%	100%	100%	100%	100%
112	52	10	11	1	-	5	6	24
8%	8%	10%	10%	4%	-	17%	11%	5%
		h	h			aH		
631	280	30	39	11	8	10	16	223
42%	41%	30%	37%	43%	74%	35%	28%	50%
	Bg				ABCdFG			ABCG
572	280	48	44	5	2	7	24	149
38%	41%	48%	41%	19%	17%	24%	43%	34%
	DfH	DEFH	Df				Df	
116	55	8	9	4	1	4	5	27
8%	8%	8%	8%	17%	10%	14%	9%	6%
				H				
60	18	3	4	4	-	3	5	20
4%	3%	3%	4%	17%	-	10%	9%	4%
				ABCH		A	A	
1	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
1.51	1.57	1.57	1.50	1.48	1.36	1.40	1.56	1.43
	h	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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1498	210	407	256	270	116	119	252	741	321	65	1	178	272	60	158	193	1460	30
Weighted Total	1492	206	408	253	269	116	119	258	731	318	65	1	175	272	60	159	192	1455	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 year	112	17	18	17	20	9	12	24	51	20	9	-	13	25	2	9	12	109	3
	8%	8%	4%	7%	7%	8%	10%	9%	7%	6%	14%	-	8%	9%	4%	6%	6%	7%	10%
		b			b		B				BC								
1 to less than 2 years	631	96	187	87	107	58	50	122	294	137	24	1	87	142	32	84	77	615	9
	42%	46%	46%	34%	40%	50%	42%	47%	40%	43%	38%	100%	50%	52%	54%	53%	40%	42%	33%
		C	C			Cd		b					e	E	e	E			
2 years	572	71	156	112	112	39	40	82	299	128	21	-	55	66	19	49	76	559	12
	38%	35%	38%	44%	42%	34%	33%	32%	41%	40%	33%	-	32%	24%	32%	31%	39%	38%	40%
				AEF					A	A			b				Bd		
More than 2 years	116	16	37	24	19	8	7	17	60	26	6	-	10	28	4	11	23	112	4
	8%	8%	9%	9%	7%	6%	6%	7%	8%	8%	9%	-	6%	10%	6%	7%	12%	8%	14%
																a			
Don't know	60	6	10	14	11	3	11	13	25	8	4	-	9	10	2	6	5	59	1
	4%	3%	2%	6%	4%	3%	9%	5%	3%	2%	6%	-	5%	4%	4%	4%	3%	4%	4%
				B			ABDE												
Not Stated	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	-	-	*	-	-	-	-	-	-	-	-	*	-
Mean Score	1.51	1.47	1.51	1.57	1.67	1.41	1.43	1.40	1.52	1.65	1.43	1.00	1.42	1.37	1.43	1.41	1.54	1.52	1.54
				EF					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

### 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 conf ident	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	1498	1498	-	-	-	1448	46	1463	23	1108	189	1077	32	1329	70	130	1368
Weighted Total	1492	1492	-	-	-	1443	44	1456	23	1098	189	1068	31	1325	69	133	1359
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Under 1 year	112	112	-	-	-	108	4	110	2	69	22	69	-	104	4	3	109
	8%	8%	-	-	-	7%	9%	8%	9%	6%	11% A	6%	-	8%	6%	2%	8% A
1 to less than 2 years	631	631	-	-	-	611	19	615	10	445	88	434	16	556	31	60	571
	42%	42%	-	-	-	42%	42%	42%	43%	41%	47%	41%	53%	42%	45%	45%	42%
2 years	572	572	-	-	-	554	17	561	6	454	58	434	14	514	25	11	561
	38%	38%	-	-	-	38%	38%	39%	26%	41% B	31%	41%	47%	39%	37%	8%	41% A
More than 2 years	116	116	-	-	-	111	4	114	2	91	14	92	-	102	4	41	75
	8%	8%	-	-	-	8%	9%	8%	9%	8%	7%	9% b	-	8%	6%	31% B	6%
Don't know	60	60	-	-	-	58	1	56	3	37	7	38	-	48	4	18	42
	4%	4%	-	-	-	4%	2%	4%	13% A	3%	4%	4%	-	4%	6%	14% B	3%
Not Stated	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Mean Score	1.51	1.51	-	-	-	1.51	1.56	1.52	1.41	1.56 b	1.39	1.56	1.49	1.52	1.49	1.57	1.51

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
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	1498	1369	13	69	11	5	98	212	334	1108	189	174	233	975	136	15	
Weighted Total	1492	1361	13	69	11	5	98	213	332	1098	189	172	237	966	136	15	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Under 1 year	112	86	3	15	1	3	22	19	34	69	22	9	33	52	19	1	
	8%	6%	23%	22%	10%	61%	23%	9%	10%	6%	11%	6%	14%	5%	14%	7%	
			A	A		AcDf	A				AC		AC		A		
1 to less than 2 years	631	569	6	35	6	1	48	98	127	445	88	84	103	386	65	4	
	42%	42%	45%	51%	54%	20%	49%	46%	38%	41%	47%	49%	43%	40%	48%	29%	
								b				A			a		
2 years	572	541	2	15	3	1	21	67	125	454	58	61	71	410	38	9	
	38%	40%	15%	21%	27%	20%	21%	32%	38%	41%	31%	35%	30%	43%	28%	58%	
		bCF								BD				B		B	
More than 2 years	116	110	1	3	-	-	4	22	27	91	14	9	17	81	10	1	
	8%	8%	8%	4%	-	-	4%	10%	8%	8%	7%	6%	7%	8%	8%	7%	
Don't know	60	54	1	1	1	-	3	7	18	37	7	8	13	35	4	-	
	4%	4%	10%	1%	9%	-	3%	3%	6%	3%	4%	5%	6%	4%	3%	-	
			c														
Not Stated	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-	
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-	
Mean Score	1.51	1.54	1.21	1.19	1.27	.91	1.19	1.46	1.48	1.56	1.39	1.47	1.38	1.58	1.34	1.69	
		CF								bD				b		B	

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	443	202	242	57	76	117	127	66	30	69	54	28	39	21	29	43	33	344	19	45	35	443
	27%	28%	26%	21%	21%	27%	33%	35%	31%	30%	28%	21%	31%	23%	22%	18%	23%	25%	23%	38%	45%	27%
						ab	ABc	ABc	dH	dgH	H		dH							ABE	ABE	
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1108	458	651	194	256	301	246	111	59	144	133	95	76	65	91	179	99	941	58	71	39	1108
	67%	64%	70%	70%	72%	69%	63%	58%	60%	64%	69%	71%	61%	72%	70%	76%	70%	69%	71%	59%	50%	67%
			A	dE	DE	E						ae		ae		ABE		CD	cD			cD
Supermarket optician (e.g. Asda, Tesco)	70	39	31	17	19	18	11	5	7	9	4	8	7	3	5	11	4	58	5	4	4	70
	4%	5%	3%	6%	5%	4%	3%	2%	7%	4%	2%	6%	6%	3%	4%	5%	3%	4%	6%	3%	5%	4%
		B		De	d				C			c	c									
Don't know	30	18	12	10	6	2	4	8	2	4	3	2	3	1	6	3	4	29	-	-	1	30
	2%	2%	1%	4%	2%	*	1%	4%	2%	2%	1%	2%	3%	1%	5%	1%	3%	2%	-	-	1%	2%
		b		CD	c		bCD								ch							
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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
443	171	26	39	9	4	8	17	162
27%	22%	22%	33%	24%	32%	25%	28%	34%
			Ab					AB
1108	545	82	74	25	8	20	43	284
67%	71%	70%	63%	70%	68%	63%	69%	60%
	cH	h						
70	43	7	3	-	-	3	-	13
4%	6%	6%	3%	-	-	9%	-	3%
	gH	gh				cdGH		
30	8	3	2	2	-	1	2	12
2%	1%	3%	2%	6%	-	3%	3%	3%
			A					A
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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	443	66	107	67	90	35	41	87	215	86	21	-	51	85	17	47	51	433	9
	27%	30%	24%	24%	29%	27%	30%	29%	27%	25%	28%	-	28%	29%	27%	28%	25%	27%	21%
		b			b														
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1108	139	312	199	198	86	85	184	539	245	49	1	121	190	42	118	147	1070	31
	67%	63%	69%	72%	65%	66%	62%	62%	67%	71%	66%	100%	66%	65%	67%	69%	72%	67%	74%
		a		Adf						A									
Supermarket optician (e.g. Asda, Tesco)	70	9	25	10	14	6	4	15	34	12	2	-	8	9	3	4	7	68	1
	4%	4%	6%	3%	5%	5%	3%	5%	4%	3%	3%	-	4%	3%	5%	2%	3%	4%	2%
Don't know	30	7	5	2	4	3	6	8	10	3	2	-	3	7	-	2	-	29	1
	2%	3%	1%	1%	1%	2%	4%	3%	1%	1%	3%	-	2%	2%	-	1%	-	2%	2%
		bC					BCD	bc					e	E					
Not Stated	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
															aBe				

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	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	443	443	-	-	-	433	10	436	4	312	51	310	7	387	20	32	412
	27%	27%	-	-	-	27%	19%	27%	13%	26%	25%	27%	18%	27%	23%	21%	27%
								b								a	
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1108	1108	-	-	-	1067	40	1082	20	808	140	777	28	980	62	93	1015
	67%	67%	-	-	-	67%	72%	67%	69%	68%	69%	68%	77%	67%	72%	60%	68%
																a	
Supermarket optician (e.g. Asda, Tesco)	70	70	-	-	-	68	2	68	1	48	7	45	-	67	1	20	50
	4%	4%	-	-	-	4%	4%	4%	4%	4%	4%	4%	-	5%	1%	13%	3%
																B	
Don't know	30	30	-	-	-	25	3	25	4	15	5	14	2	24	3	10	20
	2%	2%	-	-	-	2%	5%	2%	14%	1%	2%	1%	5%	2%	4%	7%	1%
							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		
		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%	Total	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Independent	443	398	6	28	4	-	38	50	87	312	51	61	75	277	40	6
	27%	27%	33%	30%	25%	-	29%	19%	23%	26%	25%	30%	27%	27%	27%	35%
			e	e												
Chain optician (e.g. Specsavers, Boots, Vision Express, David Clulow)	1108	996	10	57	10	7	84	187	260	808	140	128	183	706	100	12
	67%	67%	56%	62%	62%	100%	63%	73%	69%	68%	69%	63%	65%	68%	69%	65%
						aBCdF										
Supermarket optician (e.g. Asda, Tesco)	70	65	1	3	1	-	5	14	16	48	7	8	16	44	3	-
	4%	4%	5%	3%	6%	-	4%	6%	4%	4%	4%	4%	6%	4%	2%	-
Don't know	30	23	1	4	1	-	6	4	13	15	5	8	6	14	2	-
	2%	2%	6%	4%	6%	-	4%	2%	3%	1%	2%	4%	2%	1%	1%	-
				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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	1317	582	735	212	291	357	314	143	74	167	161	109	102	72	99	191	116	1091	67	97	62	1317
	80%	81%	79%	76%	81%	81%	81%	75%	76%	74%	83%	82%	81%	80%	76%	81%	82%	79%	83%	81%	79%	80%
						ae					Bg	b				b	b					
To purchase new glasses or contact lenses	256	109	146	29	44	68	83	32	17	50	28	15	11	8	25	37	18	207	12	20	17	256
	15%	15%	16%	10%	12%	15%	21%	17%	17%	22%	14%	11%	8%	9%	19%	16%	13%	15%	15%	17%	21%	15%
						a	ABC	a	Ef	CDEFhI					dEF	e						
To get a new prescription for corrective products (e.g. glasses or contact lenses)	185	65	121	24	31	65	52	14	10	28	23	12	13	10	19	28	15	158	9	11	7	185
	11%	9%	13%	9%	9%	15%	13%	7%	10%	13%	12%	9%	11%	11%	14%	12%	11%	12%	11%	9%	9%	11%
			A			ABE	aBE															
To detect any eye health problems	148	53	95	22	16	47	37	26	8	20	16	14	12	8	12	23	10	123	7	10	8	148
	9%	7%	10%	8%	5%	11%	9%	13%	8%	9%	8%	11%	9%	9%	9%	10%	7%	9%	9%	8%	10%	9%
			a	b		B	B	aB														
To see if there is any damage to my eyes	95	29	66	14	17	33	23	8	8	13	12	8	7	4	9	12	6	78	5	9	3	95
	6%	4%	7%	5%	5%	8%	6%	4%	8%	6%	6%	6%	6%	4%	7%	5%	4%	6%	6%	7%	4%	6%
			A			b																
For a contact lens check-up	76	23	53	20	30	13	11	1	7	11	11	5	3	3	6	9	9	64	5	5	2	76
	5%	3%	6%	7%	8%	3%	3%	1%	7%	5%	6%	4%	2%	3%	5%	4%	7%	5%	6%	4%	3%	5%
			A	CDE	CDE	e			e													
Advice / treatment for an urgent problem with eyes or sight	72	29	44	21	18	10	17	7	5	13	7	6	9	3	6	5	6	60	2	7	3	72
	4%	4%	5%	7%	5%	2%	4%	4%	5%	6%	4%	4%	7%	3%	5%	2%	4%	4%	3%	6%	4%	4%
				Cd	C		c			H			H									
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	8	3	2	2	3	2	2	-	3	1	-	-	-	2	1	2	9	-	-	2	11
	1%	1%	*	1%	1%	1%	*	1%	-	1%	1%	-	-	-	1%	*	2%	1%	-	-	2%	1%
		B																				
Not Stated	2	2	-	-	-	1	-	1	1	-	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	-	-	-	*	-	1%	1%	-	-	-	-	-	-	-	1%	*	-	-	-	*
		b							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

## 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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Net																						
Eye health issues	241	82	159	43	41	65	55	36	15	36	24	22	23	13	19	31	17	200	12	19	10	241
	15%	11%	17%	16%	12%	15%	14%	19%	16%	16%	12%	17%	18%	14%	15%	13%	12%	15%	15%	16%	13%	15%
			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	
s	a	b	c	d	e	f	g	h	
	A	B	C	D	E	F	G	H	
	1656	778	120	122	33	12	32	63	461
	1653	768	118	118	35	11	32	62	471
	100%	100%	100%	100%	100%	100%	100%	100%	100%
	1317	615	102	93	27	9	25	45	375
	80%	80%	86%	79%	75%	75%	78%	73%	80%
			G						
	256	107	17	24	4	2	2	8	86
	15%	14%	14%	20%	12%	15%	6%	13%	18%
				af					Af
	185	82	15	20	1	2	4	6	54
	11%	11%	12%	17%	3%	17%	12%	10%	11%
				AD					
	148	58	7	12	1	2	3	6	56
	9%	8%	6%	11%	3%	17%	9%	9%	12%
						d			Ab
	95	46	3	11	1	2	3	1	25
	6%	6%	2%	9%	3%	17%	9%	2%	5%
				Bg		BGh	bg		
76	49	3	8	1	-	1	1	11	
5%	6%	2%	7%	3%	-	3%	2%	2%	
	bH		H						
72	30	4	5	3	-	2	6	19	
4%	4%	3%	4%	10%	-	6%	10%	4%	
							AbH		
-	-	-	-	-	-	-	-	-	
-	-	-	-	-	-	-	-	-	
11	3	-	1	1	-	-	2	4	
1%	*	-	1%	3%	-	-	3%	1%	
				Ab			Ab		
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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
241	102	11	17	3	3	6	12	79
15%	13%	9%	15%	10%	25%	19%	19%	17%
					b		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

		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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To check vision	1317	174	363	221	258	107	98	254	618	292	49	1	150	224	49	134	152	1281	27
	80%	78%	81%	80%	84%	83%	72%	86%	77%	84%	66%	100%	82%	77%	78%	78%	74%	80%	66%
			F	f	aF	F		BD	D	BD			e					B	
To purchase new glasses or contact lenses	256	25	70	41	55	23	17	22	139	60	12	-	29	47	10	32	31	250	5
	15%	11%	16%	15%	18%	18%	13%	7%	17%	17%	16%	-	16%	16%	16%	19%	15%	16%	12%
					A	a			A	A	A								
To get a new prescription for corrective products (e.g. glasses or contact lenses)	185	23	50	43	28	18	9	12	109	44	8	-	24	34	5	16	25	180	5
	11%	10%	11%	16%	9%	14%	7%	4%	14%	13%	11%	-	13%	12%	8%	9%	12%	11%	12%
				abDF		f			A	A	A								
To detect any eye health problems	148	21	37	29	28	10	13	34	68	27	6	-	21	29	7	27	20	141	6
	9%	10%	8%	11%	9%	8%	9%	11%	8%	8%	9%	-	11%	10%	11%	16%	10%	9%	15%
																be			
To see if there is any damage to my eyes	95	13	23	16	23	7	6	17	46	21	2	-	13	19	3	10	11	93	2
	6%	6%	5%	6%	7%	5%	5%	6%	6%	6%	3%	-	7%	6%	5%	6%	6%	6%	5%
For a contact lens check-up	76	13	30	12	10	2	3	2	57	14	2	-	9	16	2	11	23	74	2
	5%	6%	7%	4%	3%	2%	2%	1%	7%	4%	3%	-	5%	5%	3%	6%	11%	5%	5%
		ef	DEF						AC	A							ABc		
Advice / treatment for an urgent problem with eyes or sight	72	6	23	11	12	5	9	23	28	8	7	-	6	20	6	11	7	68	2
	4%	3%	5%	4%	4%	4%	7%	8%	4%	2%	10%	-	3%	7%	9%	6%	3%	4%	5%
							a	BC			BC			ae	Ae				
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	4	-	2	-	2	2	2	4	1	2	-	3	4	1	-	-	10	1
	1%	2%	-	1%	-	1%	1%	1%	*	*	3%	-	2%	1%	2%	-	-	1%	2%
		BD		b		BD	BD				BC		de	e	e				
Not Stated	2	1	1	-	-	-	-	-	1	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
															aBe				

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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	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	241	31	60	42	46	17	25	58	107	40	16	-	30	53	11	38	31	228	10
	15%	14%	13%	15%	15%	13%	19%	20%	13%	11%	21%	-	16%	18%	17%	22%	15%	14%	25%
								BC			bC					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

## 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
	A	B	C	D	A	B	A	B	A	B	A	B	A	B	A	B
1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
1317	1317	-	-	-	1277	39	1288	26	942	132	915	22	1160	66	127	1190
80%	80%	-	-	-	80%	70%	80%	89%	80%	65%	80%	61%	80%	76%	82%	79%
					b				B		B					
256	256	-	-	-	244	11	243	6	203	32	189	10	226	16	11	245
15%	15%	-	-	-	15%	20%	15%	21%	17%	16%	16%	28% a	16%	18%	7%	16% A
185	185	-	-	-	178	8	183	2	160	26	149	8	160	15	3	182
11%	11%	-	-	-	11%	13%	11%	7%	13%	13%	13%	22% a	11%	18% a	2%	12% A
148	148	-	-	-	139	9	144	2	104	14	94	8	131	11	1	147
9%	9%	-	-	-	9%	16% A	9%	7%	9%	7%	8%	22% A	9%	13%	1%	10% A
95	95	-	-	-	91	4	92	1	71	15	65	5	79	10	-	95
6%	6%	-	-	-	6%	7%	6%	5%	6%	7%	6%	13% a	5%	12% A	-	6% A
76	76	-	-	-	75	1	76	-	66	64	72	-	65	7	3	73
5%	5%	-	-	-	5%	2%	5%	-	6%	31% A	6%	-	4%	8%	2%	5%
72	72	-	-	-	69	3	71	1	39	6	37	5	65	3	13	60
4%	4%	-	-	-	4%	5%	4%	3%	3%	3%	3%	13% A	4%	3%	8% B	4%
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
11	11	-	-	-	8	1	10	1	5	-	4	1	7	3	2	9
1%	1%	-	-	-	*	2%	1%	3% a	*	-	*	2% a	*	3% A	1%	1%

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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	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	
Net																	
Eye health issues	241	241	-	-	-	226	15	234	5	159	25	148	13	210	20	14	228
	15%	15%	-	-	-	14%	27%	15%	15%	13%	12%	13%	35%	14%	24%	9%	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

	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To check vision	1317	1183	15	76	8	5	105	208	304	942	132	159	233	849	91	15
	80%	80%	84%	83%	50%	72%	78%	82%	81%	80%	65%	78%	83%	81%	63%	84%
		D	D	D			D			B		B	B	B		b
To purchase new glasses or contact lenses	256	236	2	11	2	1	16	31	49	203	32	31	30	178	21	6
	15%	16%	11%	12%	11%	14%	12%	12%	13%	17%	16%	15%	11%	17%	14%	32%
										D						ab
To get a new prescription for corrective products (e.g. glasses or contact lenses)	185	169	1	10	3	-	14	20	32	160	26	26	6	140	17	4
	11%	11%	6%	11%	18%	-	10%	8%	9%	13%	13%	13%	2%	13%	12%	22%
										D	D	D				
To detect any eye health problems	148	136	1	8	2	-	11	20	27	104	14	25	25	93	9	4
	9%	9%	6%	8%	13%	-	8%	8%	7%	9%	7%	12%	9%	9%	6%	22%
												ab				aB
To see if there is any damage to my eyes	95	85	-	5	1	1	7	12	19	71	15	12	13	59	12	4
	6%	6%	-	5%	6%	16%	5%	5%	5%	6%	7%	6%	5%	6%	8%	22%
						b										Ab
For a contact lens check-up	76	64	-	7	-	2	9	15	19	66	64	4	2	19	53	1
	5%	4%	-	8%	-	30%	7%	6%	5%	6%	31%	2%	1%	2%	37%	5%
						ABcDF				CD	ACD				AC	
Advice / treatment for an urgent problem with eyes or sight	72	63	1	5	2	-	8	13	12	39	6	11	21	36	5	1
	4%	4%	6%	5%	13%	-	6%	5%	3%	3%	3%	5%	7%	3%	4%	6%
					a								AB			
Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	11	10	-	1	-	-	1	2	5	5	-	3	3	5	-	-
	1%	1%	-	1%	-	-	1%	1%	1%	*	-	2%	1%	*	-	-
												ab				

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

	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not Stated	2	2	-	-	-	-	-	-	-	1	-	1	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	1%	-	*	-	-
<b>Net</b>																
Eye health issues	241	216	2	14	5	1	22	35	44	159	25	39	46	143	18	5
	15%	15%	11%	15%	32%	16%	17%	14%	12%	13%	12%	19%	17%	14%	12%	27%
					a							Ab				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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656	
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Very satisfied	1244	507	737	187	261	339	300	156	80	165	148	103	93	64	88	170	110	1020	68	100	57	1244	
	75%	71%	79%	67%	73%	77%	77%	82%	82%	73%	76%	77%	74%	72%	67%	72%	78%	74%	84%	83%	72%	75%	
			A			A	A	AB	bGh		g	g				G		ade		Ade			
Fairly satisfied	349	188	161	77	85	84	72	30	17	51	37	26	28	21	38	57	27	302	10	19	19	349	
	21%	26%	17%	28%	24%	19%	19%	16%	17%	22%	19%	19%	23%	23%	29%	24%	19%	22%	12%	16%	24%	21%	
			B		CDE	dE									ACdi		B				b	B	
Not very satisfied	45	18	28	11	8	10	12	3	1	9	8	5	3	3	5	5	3	42	2	1	1	45	
	3%	2%	3%	4%	2%	2%	3%	2%	1%	4%	4%	4%	2%	3%	4%	2%	2%	3%	2%	1%	1%	3%	
Not at all satisfied	11	1	10	2	2	4	3	-	-	2	1	-	1	2	-	2	-	8	1	1	1	11	
	1%	*	1%	1%	1%	1%	1%	-	-	1%	*	-	1%	2%	-	1%	-	1%	1%	1%	2%	1%	
			A											dgi									
Don't know	3	3	-	-	1	-	1	1	-	-	-	-	-	-	-	1	-	1	1	-	1	3	
	*	*	-	-	*	-	*	1%	-	-	-	-	-	-	-	*	-	*	1%	-	1%	*	
			B					c											Ae		Ae		
Not Stated	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	1	
	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	-	1%	*	-	-	-	*	
<b>Nets</b>																							
Satisfied	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593	
	96%	97%	96%	95%	97%	97%	96%	98%	99%	95%	95%	96%	97%	95%	96%	97%	97%	96%	96%	99%	96%	96%	
									bf														
Not satisfied	56	19	37	13	10	14	15	3	1	11	9	5	4	5	5	7	3	49	3	2	2	56	
	3%	3%	4%	5%	3%	3%	4%	2%	1%	5%	5%	4%	3%	5%	4%	3%	2%	4%	3%	1%	3%	3%	
										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

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

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
Significance Level: 90%		a	b	c	d	e	f	g
Significance Level: 95%		A	B	C	D	E	F	G
Unweighted Total	1656	778	120	122	33	12	32	63
Weighted Total	1653	768	118	118	35	11	32	62
	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1244	571	84	85	21	10	19	48
	75%	74%	71%	72%	60%	83%	59%	77%
		dF						df
Fairly satisfied	349	173	30	28	14	1	12	9
	21%	23%	25%	24%	40%	9%	38%	15%
		H	H	H	AbceGH		AeGH	
Not very satisfied	45	20	5	4	-	1	-	2
	3%	3%	4%	3%	-	8%	-	3%
Not at all satisfied	11	3	-	1	-	-	1	2
	1%	*	-	1%	-	-	3%	3%
						Abh	AbH	
Don't know	3	-	-	-	-	-	-	1
	*	-	-	-	-	-	-	2%
								A
Not Stated	1	1	-	-	-	-	-	-
	*	*	-	-	-	-	-	-
<b>Nets</b>								
Satisfied	1593	744	113	113	35	11	31	57
	96%	97%	96%	96%	100%	92%	97%	92%
		G			g			g
Not satisfied	56	23	5	5	-	1	1	4
	3%	3%	4%	4%	-	8%	3%	6%

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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
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		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied		1244	165	327	206	240	105	101	220	604	270	49	1	145	230	48	137	149	1227	11
		75%	74%	73%	74%	78%	81%	74%	75%	76%	78%	67%	100%	79%	79%	76%	80%	73%	77%	26%
					b	b				d	D					e		B		
Fairly satisfied		349	51	111	62	55	18	27	65	168	65	19	-	30	52	11	32	46	326	18
		21%	23%	25%	22%	18%	14%	20%	22%	21%	19%	26%	-	17%	18%	18%	19%	23%	20%	43%
			E	DE	E														A	
Not very satisfied		45	3	12	8	8	5	4	8	20	9	5	-	5	6	3	2	8	34	11
		3%	1%	3%	3%	3%	4%	3%	3%	2%	3%	6%	-	3%	2%	5%	1%	4%	2%	27%
											bc								A	
Not at all satisfied		11	-	-	2	3	2	3	3	6	1	-	-	2	2	-	-	1	9	2
		1%	-	-	1%	1%	1%	2%	1%	1%	*	-	-	1%	1%	-	-	*	1%	4%
					b	B	aB	AB											A	
Don't know		3	2	-	-	-	-	1	-	-	1	-	-	1	2	-	-	1	3	-
		*	1%	-	-	-	-	1%	-	-	*	1%	-	1%	1%	-	-	*	*	-
			Bd				b				aB									
Not Stated		1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-
		*	*	-	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
																aBe				
<b>Nets</b>																				
Satisfied		1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
		96%	97%	97%	97%	97%	95%	94%	96%	97%	97%	92%	100%	96%	97%	94%	99%	95%	97%	69%
				f						d	d						aCe		B	
Not satisfied		56	3	12	10	11	7	7	11	25	10	5	-	7	8	3	2	9	43	13
		3%	1%	3%	3%	3%	5%	5%	4%	3%	3%	6%	-	4%	3%	5%	1%	4%	3%	31%
						A	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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1244	1244	-	-	-	1244	-	1237	-	893	148	885	7	1125	47	81	1163
	75%	75%	-	-	-	78%	-	77%	-	75%	72%	77%	19%	77%	54%	53%	78%
						B		B				B		B		A	
Fairly satisfied	349	349	-	-	-	349	-	339	7	248	49	236	12	300	18	66	283
	21%	21%	-	-	-	22%	-	21%	24%	21%	24%	21%	33%	21%	21%	43%	19%
						B						a				B	
Not very satisfied	45	45	-	-	-	-	45	28	16	32	4	22	12	25	17	5	40
	3%	3%	-	-	-	-	81%	2%	56%	3%	2%	2%	32%	2%	20%	3%	3%
							A		A			A			A		
Not at all satisfied	11	11	-	-	-	-	11	5	5	8	3	3	5	7	4	1	10
	1%	1%	-	-	-	-	19%	*	17%	1%	1%	*	13%	*	5%	1%	1%
							A		A			A			A		
Don't know	3	3	-	-	-	-	-	2	1	2	-	1	1	2	-	1	2
	*	*	-	-	-	-	-	*	3%	*	-	*	2%	*	-	1%	*
									A			A					
Not Stated	1	1	-	-	-	-	-	-	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	-	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
Satisfied	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	96%	96%	-	-	-	100%	-	98%	24%	96%	97%	98%	52%	98%	76%	95%	96%
						B		B				B		B			
Not satisfied	56	56	-	-	-	-	56	33	21	40	7	25	16	31	21	6	50
	3%	3%	-	-	-	-	100%	2%	73%	3%	3%	2%	45%	2%	24%	4%	3%
							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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1244	1135	13	58	11	3	85	172	283	893	148	156	209	785	108	13
	75%	77%	73%	63%	68%	44%	64%	67%	75%	75%	72%	76%	75%	75%	75%	73%
		CEF							A							
Fairly satisfied	349	297	4	31	4	3	42	75	82	248	49	41	62	218	32	4
	21%	20%	21%	34%	25%	42%	31%	29%	22%	21%	24%	20%	22%	21%	22%	22%
				A			A	B								
Not very satisfied	45	39	1	3	1	-	5	7	9	32	4	7	6	32	2	1
	3%	3%	6%	3%	7%	-	4%	3%	2%	3%	2%	3%	2%	3%	1%	5%
Not at all satisfied	11	8	-	-	-	1	1	1	2	8	3	-	3	5	3	-
	1%	1%	-	-	-	14%	1%	*	1%	1%	1%	-	1%	*	2%	-
						ACF					c				A	
Don't know	3	3	-	-	-	-	-	-	-	2	-	1	-	2	-	-
	*	*	-	-	-	-	-	-	-	*	-	1%	-	*	-	-
Not Stated	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Nets																
Satisfied	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	96%	97%	94%	97%	93%	86%	95%	97%	97%	96%	97%	96%	97%	96%	97%	95%
Not satisfied	56	47	1	3	1	1	6	8	11	40	7	7	9	36	5	1
	3%	3%	6%	3%	7%	14%	5%	3%	3%	3%	3%	3%	3%	3%	3%	5%

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	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
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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	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	511	215	296	62	108	134	128	79	29	61	56	40	38	31	44	83	45	428	21	46	16	511
	32%	31%	33%	24%	31%	32%	34%	42%	30%	28%	30%	31%	31%	37%	35%	37%	33%	32%	27%	39%	22%	32%
					A	A	A	ABCd								b		d		bD		d
Polite / friendly	184	71	114	36	39	46	41	23	12	24	30	14	12	10	11	26	11	150	7	12	15	184
	12%	10%	13%	14%	11%	11%	11%	12%	13%	11%	16%	11%	10%	12%	8%	11%	8%	11%	10%	10%	21%	12%
											GI										AbCE	
Good overall experience/service / no problems / got what I wanted	136	75	61	23	41	35	23	14	8	24	7	13	13	10	12	21	11	118	4	7	7	136
	9%	11%	7%	9%	12%	8%	6%	8%	8%	11%	4%	10%	11%	11%	9%	9%	8%	9%	5%	6%	9%	9%
		B			cD					C		C	C	C	C	C	c					
Good communication	105	48	57	18	19	34	27	7	8	16	13	10	8	8	3	13	9	87	10	3	6	105
	7%	7%	6%	7%	6%	8%	7%	4%	8%	7%	7%	8%	6%	9%	2%	6%	6%	7%	13%	2%	8%	7%
						e			G	g	g	G		G				c	ACE		c	c
Good advice on treatment options	98	34	64	12	12	36	26	10	7	19	6	10	7	6	11	11	10	86	4	4	5	98
	6%	5%	7%	5%	4%	9%	7%	6%	7%	9%	3%	8%	6%	7%	9%	5%	7%	7%	5%	3%	6%	6%
		a				aB	B			Ch		c			C		c					
Optician was/seemed qualified	82	37	45	8	23	20	20	11	8	8	14	2	5	1	5	10	8	61	4	12	5	82
	5%	5%	5%	3%	7%	5%	5%	6%	8%	4%	8%	2%	4%	1%	4%	4%	6%	5%	5%	10%	6%	5%
				a					DF		DF						d			AE		
Professional / competent / efficient	80	38	42	15	20	22	16	6	3	17	9	5	1	1	9	15	5	65	7	6	3	80
	5%	5%	5%	6%	6%	5%	4%	3%	3%	8%	5%	4%	1%	1%	7%	7%	3%	5%	9%	5%	4%	5%
										EFi	e				EF	Ef			a			
Quick service / quick and easy	66	35	31	23	16	14	11	2	4	6	9	10	5	3	5	12	5	59	3	2	3	66
	4%	5%	3%	9%	5%	3%	3%	1%	4%	3%	5%	8%	4%	3%	4%	5%	4%	4%	4%	2%	4%	4%
		b		bCDE	e							B										
Did not feel rushed	43	15	28	11	10	7	10	6	1	4	4	4	5	3	4	5	6	36	-	3	4	43
	3%	2%	3%	4%	3%	2%	3%	3%	1%	2%	2%	3%	4%	4%	3%	2%	4%	3%	-	3%	5%	3%
				C																	b	
Well looked after / good care / helpful / understanding	40	9	31	9	5	12	12	1	4	4	8	2	1	2	5	4	2	31	4	4	-	40
	3%	1%	3%	4%	1%	3%	3%	1%	4%	2%	4%	2%	1%	2%	4%	2%	1%	2%	5%	4%	-	3%
		A		e			e				e								ad			
Reasonable pricing / good value for money	31	20	11	3	9	9	7	2	3	5	5	1	3	1	1	-	4	23	2	4	2	31
	2%	3%	1%	1%	3%	2%	2%	1%	3%	2%	3%	1%	2%	1%	1%	-	3%	2%	3%	3%	3%	2%
		B							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	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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	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	24	7	17	4	5	8	4	2	1	7	5	1	1	-	1	2	4	22	1	1	-	24
	1%	1%	2%	2%	1%	2%	1%	1%	1%	3%	3%	1%	1%	-	1%	1%	3%	2%	1%	1%	-	1%
										fh												
Always see the same person / been going for years / they know me	18	8	10	1	1	5	6	6	-	2	1	2	-	2	2	3	2	14	2	1	1	18
	1%	1%	1%	*	*	1%	2%	3%	-	1%	1%	1%	-	2%	2%	1%	2%	1%	3%	1%	1%	1%
							b	ABc						e								
Routine / straightforward / confirmed what I know	14	6	8	6	2	3	3	-	-	2	1	1	3	1	2	-	3	13	1	-	-	14
	1%	1%	1%	2%	1%	1%	1%	-	-	1%	1%	1%	2%	1%	2%	-	2%	1%	2%	-	-	1%
				bode									H	h	h	H						
Felt views were listened to	14	1	13	3	3	5	3	-	1	2	1	-	3	2	-	4	-	13	-	-	1	14
	1%	*	1%	1%	1%	1%	1%	-	1%	1%	1%	-	2%	2%	-	2%	-	1%	-	-	1%	1%
			A										dgi	dgi								
Seen on time / not kept waiting	12	8	4	2	1	2	5	2	-	1	3	-	2	-	1	3	1	11	1	-	-	12
	1%	1%	*	1%	*	*	1%	1%	-	*	2%	-	2%	-	1%	1%	1%	1%	1%	-	-	1%
Did not feel pressured into spending	9	3	6	-	1	4	3	1	-	-	1	3	-	-	-	3	1	8	1	-	-	9
	1%	*	1%	-	*	1%	1%	1%	-	-	1%	2%	-	-	-	1%	1%	1%	1%	-	-	1%
											Beg					b						
Felt involved in decisions about your care	7	3	4	-	-	4	3	-	1	1	-	1	-	-	-	2	1	6	-	1	-	7
	*	*	*	-	-	1%	1%	-	1%	*	-	1%	-	-	-	1%	1%	*	-	1%	-	*
						b																
Quality / good quality	6	3	3	-	3	1	1	1	-	1	1	-	-	-	1	1	1	5	-	1	-	6
	*	*	*	-	1%	*	*	1%	-	*	1%	-	-	-	1%	*	1%	*	-	1%	-	*
Pleasant environment / comfortable / clean	5	3	2	-	2	1	1	1	1	-	1	-	-	-	-	1	1	4	-	1	-	5
	*	*	*	-	1%	*	*	1%	1%	-	1%	-	-	-	-	*	1%	*	-	1%	-	*
Local / convenient to get to	4	2	2	-	-	1	2	1	1	-	1	-	1	-	-	-	-	3	-	1	-	4
	*	*	*	-	-	*	*	1%	1%	-	1%	-	1%	-	-	-	-	*	-	1%	-	*
									h													
Good range/choice of treatment options/ products	4	2	2	-	-	1	3	-	1	-	-	-	1	-	-	1	-	3	-	-	1	4
	*	*	*	-	-	*	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?

#### a) Main reason

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

	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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	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	3	1	2	2	-	1	-	-	-	-	-	1	1	-	1	-	-	3	-	-	-	3
	*	*	*	1%	-	*	-	-	-	-	-	1%	1%	-	1%	-	-	*	-	-	-	*
				d																		
Children were reassured / put at ease	2	-	2	-	2	-	-	-	-	-	1	1	-	-	-	-	-	2	-	-	-	2
	*	-	*	-	1%	-	-	-	-	-	1%	1%	-	-	-	-	-	*	-	-	-	*
Everything in one place / one stop shop	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	*
Other	22	11	11	2	5	4	10	1	1	3	3	-	4	-	2	3	3	19	2	2	-	22
	1%	2%	1%	1%	1%	1%	3%	1%	1%	1%	2%	-	3%	-	1%	1%	2%	1%	2%	2%	-	1%
							aC						Df									
Don't know	72	41	31	22	16	16	9	8	3	8	6	7	8	4	7	6	4	53	3	9	7	72
	5%	6%	3%	8%	5%	4%	2%	4%	3%	4%	3%	5%	7%	5%	6%	3%	3%	4%	4%	8%	9%	5%
		B		bCD	d								h							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

### 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.	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
1595	753	115	117	33	11	31	58	446
1593	744	113	113	35	11	31	57	457
100%	100%	100%	100%	100%	100%	100%	100%	100%
511	218	49	36	6	3	11	17	161
32%	29%	43%	32%	18%	28%	35%	30%	35%
		AcDg						AD
184	85	10	14	6	2	5	4	51
12%	11%	9%	13%	17%	18%	16%	7%	11%
136	75	9	7	3	1	3	5	32
9%	10%	8%	6%	9%	9%	10%	9%	7%
	h							
105	54	6	8	3	1	1	4	27
7%	7%	5%	7%	7%	8%	4%	7%	6%
98	47	4	10	2	-	3	1	30
6%	6%	3%	9%	6%	-	9%	1%	7%
			bG			g		
82	39	5	7	1	-	-	2	27
5%	5%	4%	6%	3%	-	-	3%	6%
80	44	4	8	3	-	-	4	18
5%	6%	3%	7%	9%	-	-	7%	4%
				f				
66	38	5	8	2	-	-	4	10
4%	5%	4%	7%	6%	-	-	7%	2%
	H		H				H	
43	19	4	-	2	-	-	1	16
3%	3%	4%	-	6%	-	-	2%	4%
	c	C		C				C
40	16	2	2	1	-	2	1	15
3%	2%	2%	2%	4%	-	6%	2%	3%
31	14	2	3	1	-	1	2	6
2%	2%	2%	2%	4%	-	3%	3%	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?

#### 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.	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	1595	753	115	117	33	11	31	58	446
Weighted Total	1593	744	113	113	35	11	31	57	457
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Optician was/seemed trustworthy	24	11	3	2	-	2	-	-	6
	1%	1%	3%	2%	-	18%	-	-	1%
					ABCDGFH				
Always see the same person / been going for years / they know me	18	9	-	-	-	-	-	1	8
	1%	1%	-	-	-	-	-	2%	2%
Routine / straightforward / confirmed what I know	14	6	2	1	1	-	1	1	2
	1%	1%	2%	1%	4%	-	3%	2%	*
					aH		H		
Felt views were listened to	14	8	1	-	-	1	-	1	3
	1%	1%	1%	-	-	10%	-	2%	1%
					ABCdfH				
Seen on time / not kept waiting	12	5	-	1	-	-	-	-	5
	1%	1%	-	1%	-	-	-	-	1%
Did not feel pressured into spending	9	4	3	-	-	-	-	-	2
	1%	*	3%	-	-	-	-	-	*
			AcH						
Felt involved in decisions about your care	7	2	-	1	-	-	-	1	3
	*	*	-	1%	-	-	-	2%	1%
								a	
Quality / good quality	6	4	-	-	-	-	-	-	2
	*	1%	-	-	-	-	-	-	*
Pleasant environment / comfortable / clean	5	2	-	-	-	-	-	-	2
	*	*	-	-	-	-	-	-	*
Local / convenient to get to	4	-	-	-	-	1	-	-	3
	*	-	-	-	-	9%	-	-	1%
					ABCdfGH				
									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?

#### 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.	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
1595	753	115	117	33	11	31	58	446
1593	744	113	113	35	11	31	57	457
100%	100%	100%	100%	100%	100%	100%	100%	100%
4	1	-	-	-	-	-	-	3
*	*	-	-	-	-	-	-	1%
3	1	-	1	-	-	1	-	-
*	*	-	1%	-	-	3%	-	-
			H			AbH		
2	1	1	-	-	-	-	-	-
*	*	1%	-	-	-	-	-	-
		H						
1	-	-	-	-	-	1	-	-
*	-	-	-	-	-	3%	-	-
						AbcH		
22	7	2	1	-	-	-	4	8
1%	1%	2%	1%	-	-	-	7%	2%
							AbCH	
72	36	2	4	3	-	2	5	18
5%	5%	2%	3%	9%	-	7%	9%	4%
				B			Bh	

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 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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	511	58	144	94	93	42	35	91	247	110	25	-	66	95	23	61	59	496	12
	32%	27%	33%	35%	32%	34%	28%	32%	32%	33%	37%	-	38%	34%	39%	36%	30%	32%	41%
		a	A																
Polite / friendly	184	20	49	25	42	19	10	42	74	40	16	-	12	29	7	16	14	182	1
	12%	9%	11%	9%	14%	15%	8%	15%	10%	12%	24%	-	7%	10%	12%	10%	7%	12%	4%
				acf	acf			B			aBC								
Good overall experience/service / no problems / got what I wanted	136	22	40	25	25	7	11	18	75	25	2	-	13	29	3	10	17	131	3
	9%	10%	9%	9%	9%	5%	9%	6%	10%	7%	3%	-	7%	10%	5%	6%	9%	8%	11%
									ad										
Good communication	105	14	21	19	26	7	11	19	47	28	4	-	5	19	3	6	16	102	3
	7%	6%	5%	7%	9%	6%	9%	7%	6%	8%	5%	-	3%	7%	5%	3%	8%	7%	10%
					B									a			Ad		
Good advice on treatment options	98	18	35	13	16	7	5	15	49	22	7	-	16	17	6	13	15	97	-
	6%	8%	8%	5%	5%	6%	4%	5%	6%	6%	10%	-	9%	6%	10%	8%	8%	6%	-
Optician was/seemed qualified	82	9	37	9	15	3	4	14	42	19	2	-	10	9	4	12	12	82	-
	5%	4%	8%	3%	5%	3%	3%	5%	5%	6%	3%	-	6%	3%	7%	7%	6%	5%	-
			ACdEF													B			
Professional / competent / efficient	80	13	25	16	14	3	6	10	43	16	2	1	10	17	4	6	9	78	1
	5%	6%	6%	6%	5%	2%	5%	4%	6%	5%	3%	100%	6%	6%	7%	3%	5%	5%	3%
Quick service / quick and easy	66	15	12	12	12	10	4	11	36	15	2	-	5	15	2	6	12	63	2
	4%	7%	3%	4%	4%	8%	3%	4%	5%	4%	3%	-	3%	5%	3%	4%	6%	4%	7%
		B				Bd													
Did not feel rushed	43	4	5	14	9	2	9	7	24	7	-	-	5	11	1	2	6	43	-
	3%	2%	1%	5%	3%	2%	7%	3%	3%	2%	-	-	3%	4%	2%	1%	3%	3%	-
				ABe	b		ABdE							d					
Well looked after / good care / helpful / understanding	40	5	11	7	4	4	5	5	23	9	-	-	6	9	-	5	8	38	2
	3%	2%	2%	3%	1%	3%	4%	2%	3%	3%	-	-	3%	3%	-	3%	4%	2%	7%
						d													

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
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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	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	31	3	11	5	2	2	5	5	14	5	1	-	1	3	-	3	2	29	2
	2%	1%	3%	2%	1%	2%	4%	2%	2%	1%	1%	-	1%	1%	-	2%	1%	2%	7%
			d				aD												A
Optician was/seemed trustworthy	24	5	5	2	6	3	3	6	12	6	-	-	5	4	1	2	3	24	-
	1%	2%	1%	1%	2%	2%	2%	2%	1%	2%	-	-	3%	1%	2%	1%	2%	2%	-
Always see the same person / been going for years / they know me	18	4	4	3	2	1	2	2	8	5	1	-	4	1	-	3	4	18	-
	1%	2%	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	2%	*	-	2%	2%	1%	-
													b				b		
Routine / straightforward / confirmed what I know	14	1	7	-	3	1	-	8	4	1	-	-	1	1	2	-	1	14	-
	1%	*	2%	-	1%	1%	-	3%	1%	*	-	-	1%	*	3%	-	1%	1%	-
			C		c			BC							BDe				
Felt views were listened to	14	3	1	3	2	-	2	2	5	3	1	-	4	2	1	2	4	14	-
	1%	1%	*	1%	1%	-	2%	1%	1%	1%	1%	-	2%	1%	2%	1%	2%	1%	-
		b					b												
Seen on time / not kept waiting	12	2	2	2	1	1	1	4	4	2	-	-	1	-	-	3	1	12	-
	1%	1%	*	1%	*	1%	1%	1%	1%	1%	-	-	1%	-	-	2%	1%	1%	-
																B			
Did not feel pressured into spending	9	1	1	3	2	1	-	2	4	2	-	-	1	-	-	-	2	9	-
	1%	*	*	1%	1%	1%	-	1%	1%	1%	-	-	*	-	-	-	1%	1%	-
																	b		
Felt involved in decisions about your care	7	-	3	-	3	-	-	-	2	1	2	-	1	1	-	-	-	6	1
	*	-	1%	-	1%	-	-	-	*	*	3%	-	1%	*	-	-	-	*	3%
											ABC								A
Quality / good quality	6	3	2	1	-	-	-	3	3	-	-	-	1	2	1	2	1	5	1
	*	1%	*	*	-	-	-	1%	*	-	-	-	1%	1%	2%	1%	*	*	4%
		D						c											A
Pleasant environment / comfortable / clean	5	1	2	-	-	1	-	1	1	1	-	-	1	-	-	-	-	5	-
	*	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

## 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
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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Local / convenient to get to	4	1	-	1	-	1	1	-	2	2	-	-	-	2	-	-	1	4	-
	*	*	-	*	-	1%	1%	-	*	1%	-	-	-	1%	-	-	*	*	-
						Bd	b												
Good range/choice of treatment options/products	4	2	-	-	1	-	-	-	3	1	-	-	-	-	-	1	1	4	-
	*	1%	-	-	*	-	-	-	*	*	-	-	-	-	-	1%	*	*	-
		b																	
Modern equipment / latest technology	3	1	1	-	1	-	-	-	1	2	-	-	-	-	-	1	1	3	-
	*	*	*	-	*	-	-	-	*	1%	-	-	-	-	-	1%	1%	*	-
Children were reassured / put at ease	2	-	-	1	1	-	-	1	-	1	-	-	-	-	-	-	-	2	-
	*	-	-	*	*	-	-	*	-	*	-	-	-	-	-	-	-	*	-
								b											
Everything in one place / one stop shop	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	1%	-	-	-	-	-	-	-	*	-	-	-	*	-
						b													
Other	22	3	2	4	4	2	5	3	12	3	-	-	2	5	-	4	1	22	-
	1%	1%	*	1%	1%	2%	4%	1%	2%	1%	-	-	1%	2%	-	2%	1%	1%	-
						Bd													
Don't know	72	10	18	9	12	6	9	15	36	10	3	-	7	12	2	11	6	70	1
	5%	5%	4%	3%	4%	5%	7%	5%	5%	3%	5%	-	4%	4%	3%	6%	3%	4%	3%
						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	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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	511	511	-	-	-	511	-	508	1	369	50	356	9	458	24	43	468
	32%	32%	-	-	-	32%	-	32%	14%	32%	25%	32%	47%	32%	37%	29%	32%
										b							
Polite / friendly	184	184	-	-	-	184	-	181	1	121	20	117	2	164	9	11	173
	12%	12%	-	-	-	12%	-	12%	14%	11%	10%	10%	10%	11%	14%	8%	12%
Good overall experience/service / no problems / got what I wanted	136	136	-	-	-	136	-	134	1	101	20	102	2	123	2	27	109
	9%	9%	-	-	-	9%	-	9%	14%	9%	10%	9%	11%	9%	3%	19%	8%
																B	
Good communication	105	105	-	-	-	105	-	105	-	73	13	70	1	93	4	5	100
	7%	7%	-	-	-	7%	-	7%	-	6%	7%	6%	6%	7%	6%	3%	7%
										a							
Good advice on treatment options	98	98	-	-	-	98	-	98	-	79	17	78	2	88	6	5	93
	6%	6%	-	-	-	6%	-	6%	-	7%	9%	7%	9%	6%	9%	4%	6%
Optician was/seemed qualified	82	82	-	-	-	82	-	82	-	55	11	56	-	75	-	5	77
	5%	5%	-	-	-	5%	-	5%	-	5%	6%	5%	-	5%	-	3%	5%
														b			
Professional / competent / efficient	80	80	-	-	-	80	-	79	-	57	11	56	1	69	4	11	69
	5%	5%	-	-	-	5%	-	5%	-	5%	5%	5%	5%	5%	6%	8%	5%
Quick service / quick and easy	66	66	-	-	-	66	-	66	-	49	12	51	-	62	2	10	56
	4%	4%	-	-	-	4%	-	4%	-	4%	6%	5%	-	4%	3%	7%	4%
																b	
Did not feel rushed	43	43	-	-	-	43	-	43	-	30	6	30	-	37	4	2	41
	3%	3%	-	-	-	3%	-	3%	-	3%	3%	3%	-	3%	6%	1%	3%
														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?

## a) Main reason

Base: All who were satisfied with their overall experience at 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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well looked after / good care / helpful / understanding	40	40	-	-	-	40	-	40	-	33	9	34	-	34	1	4	36
	3%	3%	-	-	-	3%	-	3%	-	3%	5%	3%	-	2%	1%	3%	2%
Reasonable pricing / good value for money	31	31	-	-	-	31	-	30	-	24	5	23	-	26	2	6	25
	2%	2%	-	-	-	2%	-	2%	-	2%	2%	2%	-	2%	4%	4%	2%
																B	
Optician was/seemed trustworthy	24	24	-	-	-	24	-	24	-	17	1	17	-	24	-	-	24
	1%	1%	-	-	-	1%	-	2%	-	1%	1%	1%	-	2%	-	-	2%
Always see the same person / been going for years / they know me	18	18	-	-	-	18	-	18	-	15	2	15	-	16	-	2	16
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	-	1%	-	1%	1%
Routine / straightforward / confirmed what I know	14	14	-	-	-	14	-	14	-	4	1	4	-	14	-	1	13
	1%	1%	-	-	-	1%	-	1%	-	*	1%	*	-	1%	-	1%	1%
Felt views were listened to	14	14	-	-	-	14	-	14	-	10	3	10	-	13	1	-	14
	1%	1%	-	-	-	1%	-	1%	-	1%	2%	1%	-	1%	1%	-	1%
Seen on time / not kept waiting	12	12	-	-	-	12	-	11	-	6	1	5	1	12	-	-	12
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	*	5% A	1%	-	-	1%
Did not feel pressured into spending	9	9	-	-	-	9	-	9	-	8	-	8	-	9	-	-	9
	1%	1%	-	-	-	1%	-	1%	-	1%	-	1%	-	1%	-	-	1%
Felt involved in decisions about your care	7	7	-	-	-	7	-	7	-	6	1	6	-	6	-	-	7
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Quality / good quality	6	6	-	-	-	6	-	5	1	3	1	4	-	4	2	-	6
	*	*	-	-	-	*	-	*	15% A	*	*	*	-	*	3% 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

	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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pleasant environment / comfortable / clean	5	5	-	-	-	5	-	5	-	3	-	2	1	3	-	-	5
	*	*	-	-	-	*	-	*	-	*	-	*	6% A	*	-	-	*
Local / convenient to get to	4	4	-	-	-	4	-	4	-	4	1	4	-	3	-	-	4
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Good range/choice of treatment options/products	4	4	-	-	-	4	-	4	-	2	-	2	-	4	-	-	4
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Modern equipment / latest technology	3	3	-	-	-	3	-	3	-	2	1	1	-	2	-	-	3
	*	*	-	-	-	*	-	*	-	*	1%	*	-	*	-	-	*
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	22	22	-	-	-	22	-	22	-	18	2	17	-	22	-	1	21
	1%	1%	-	-	-	1%	-	1%	-	2%	1%	2%	-	2%	-	1%	1%
Don't know	72	72	-	-	-	72	-	68	3	50	9	50	-	63	4	13	59
	5%	5%	-	-	-	5%	-	4%	44% A	4%	5%	4%	-	4%	6%	9%	4%

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

	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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	511	457	6	32	3	1	42	73	111	369	50	60	90	332	35	3
	32%	32%	35%	36%	19%	16%	33%	30%	30%	32%	25%	31%	33%	33%	25%	17%
										b			b	b		
Polite / friendly	184	164	4	7	1	1	13	24	47	121	20	25	42	103	16	5
	12%	11%	25%	8%	7%	16%	10%	10%	13%	11%	10%	12%	16%	10%	11%	29%
			aCf										Ab			Ab
Good overall experience/service / no problems / got what I wanted	136	117	2	14	2	-	18	28	34	101	20	18	16	91	13	2
	9%	8%	11%	16%	13%	-	14%	11%	9%	9%	10%	9%	6%	9%	9%	12%
				A			A				d					
Good communication	105	97	-	5	1	-	6	16	25	73	13	13	23	63	8	3
	7%	7%	-	6%	6%	-	5%	7%	7%	6%	7%	6%	8%	6%	6%	17%
															ab	
Good advice on treatment options	98	88	-	5	3	1	9	15	21	79	17	9	11	65	14	2
	6%	6%	-	6%	21%	19%	7%	6%	6%	7%	9%	4%	4%	7%	10%	11%
				AbCf	b					d	cD					
Optician was/seemed qualified	82	79	-	2	-	-	2	10	21	55	11	15	12	46	10	1
	5%	5%	-	2%	-	-	2%	4%	6%	5%	6%	8%	4%	5%	7%	7%
		f														
Professional / competent / efficient	80	75	1	2	-	1	4	16	20	57	11	13	12	49	9	-
	5%	5%	6%	2%	-	16%	3%	6%	5%	5%	5%	6%	5%	5%	6%	-
					c											
Quick service / quick and easy	66	57	1	6	1	1	9	13	18	49	12	6	10	43	9	-
	4%	4%	6%	7%	7%	16%	7%	5%	5%	4%	6%	3%	4%	4%	6%	-
Did not feel rushed	43	38	-	4	1	-	5	8	6	30	6	7	6	26	4	-
	3%	3%	-	4%	7%	-	4%	3%	2%	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

## 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	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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Well looked after / good care / helpful / understanding	40	36	-	3	-	1	4	5	5	33	9	3	3	30	4	-
	3%	2%	-	4%	-	16%	3%	2%	1%	3%	5%	1%	1%	3%	3%	-
						A				d	cD					
Reasonable pricing / good value for money	31	29	1	-	-	-	1	9	4	24	5	3	7	19	4	-
	2%	2%	6%	-	-	-	1%	4%	1%	2%	2%	1%	2%	2%	3%	-
			C					B								
Optician was/seemed trustworthy	24	24	-	-	-	-	-	1	5	17	1	5	2	16	1	-
	1%	2%	-	-	-	-	-	*	1%	1%	1%	2%	1%	2%	1%	-
Always see the same person / been going for years / they know me	18	18	-	-	-	-	-	2	4	15	2	2	1	13	2	-
	1%	1%	-	-	-	-	-	1%	1%	1%	1%	1%	*	1%	1%	-
Routine / straightforward / confirmed what I know	14	13	-	1	-	-	1	2	3	4	1	3	6	3	1	-
	1%	1%	-	1%	-	-	1%	1%	1%	*	1%	1%	2%	*	1%	-
												a	A			
Felt views were listened to	14	12	1	1	-	-	2	4	4	10	3	2	2	8	2	-
	1%	1%	6%	1%	-	-	2%	2%	1%	1%	2%	1%	1%	1%	1%	-
			A													
Seen on time / not kept waiting	12	10	-	-	-	-	-	2	1	6	1	3	3	6	-	-
	1%	1%	-	-	-	-	-	1%	*	1%	1%	1%	1%	1%	-	-
Did not feel pressured into spending	9	8	-	1	-	-	1	1	2	8	-	1	-	8	-	-
	1%	1%	-	1%	-	-	1%	*	1%	1%	-	*	-	1%	-	-
Felt involved in decisions about your care	7	7	-	-	-	-	-	-	2	6	1	1	-	6	-	-
	*	*	-	-	-	-	-	-	1%	*	*	*	-	1%	-	-
Quality / good quality	6	5	-	1	-	-	1	1	1	3	1	1	2	3	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

## 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	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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pleasant environment / comfortable / clean	5	3	-	1	-	-	1	-	-	3	-	-	2	3	-	-
	*	*	-	1%	-	-	1%	-	-	*	-	-	1%	*	-	-
				a												
Local / convenient to get to	4	4	-	-	-	-	-	-	-	4	1	-	-	3	1	-
	*	*	-	-	-	-	-	-	-	*	*	-	-	*	1%	-
Good range/choice of treatment options/products	4	4	-	-	-	-	-	-	1	2	-	1	1	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	*	*	*	-	-
Modern equipment / latest technology	3	2	-	1	-	-	1	1	1	2	1	-	1	1	-	-
	*	*	-	1%	-	-	1%	*	*	*	1%	-	*	*	-	-
				A												
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	22	16	1	3	1	-	5	4	4	18	2	2	3	16	1	1
	1%	1%	6%	3%	7%	-	4%	2%	1%	2%	1%	1%	1%	2%	1%	7%
			a	a	A		A									aB
Don't know	72	67	-	-	2	-	2	9	23	50	9	7	14	45	5	-
	5%	5%	-	-	13%	-	2%	4%	6%	4%	5%	3%	5%	5%	4%	-
		C			CF											

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	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
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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	228	91	137	50	40	59	60	18	10	35	25	21	14	7	15	30	29	186	15	17	10	228
	14%	13%	15%	19%	12%	14%	16%	10%	10%	16%	13%	17%	11%	8%	12%	13%	21%	14%	20%	14%	13%	14%
				BcE			be			f		f				AcEFGh						
Good communication	139	55	84	21	30	41	34	13	9	17	14	5	16	11	10	20	12	114	10	7	8	139
	9%	8%	9%	8%	9%	10%	9%	7%	9%	8%	8%	4%	13%	13%	8%	9%	9%	9%	13%	6%	10%	9%
				d					d				D	D		d	d		c			
Good quality examination / issue corrected	118	40	79	16	16	38	33	15	4	15	17	11	8	5	9	16	16	101	10	3	4	118
	7%	6%	9%	6%	5%	9%	9%	8%	4%	7%	9%	9%	7%	6%	7%	7%	12%	8%	13%	2%	5%	7%
			A			B	B										A	C	aCde		C	
Reasonable pricing / good value for money	114	49	65	11	43	34	20	5	5	19	14	11	8	5	14	16	5	96	7	5	6	114
	7%	7%	7%	4%	12%	8%	5%	3%	5%	9%	8%	8%	7%	6%	11%	7%	4%	7%	9%	4%	8%	7%
					ACDE	AE				i		i			I							
Good advice on treatment options	79	27	53	5	23	24	23	4	4	11	7	6	8	3	7	13	10	67	4	4	4	79
	5%	4%	6%	2%	7%	6%	6%	2%	4%	5%	4%	5%	6%	3%	6%	6%	7%	5%	5%	4%	5%	5%
			a		AE	Ae	Ae															
Optician was/seemed qualified	67	23	44	9	14	23	17	3	2	13	10	4	9	2	4	8	4	55	5	4	2	67
	4%	3%	5%	3%	4%	5%	5%	2%	2%	6%	5%	3%	7%	2%	3%	3%	3%	4%	7%	4%	2%	4%
					e								ahi									
Did not feel rushed	56	8	48	12	9	23	8	3	4	5	4	7	2	2	6	8	7	44	7	3	2	56
	4%	1%	5%	4%	3%	5%	2%	2%	4%	2%	2%	5%	2%	2%	5%	3%	5%	3%	9%	2%	3%	4%
			A			bDe													ACdE			
Felt views were listened to	45	17	28	6	7	21	5	7	4	10	5	5	-	2	4	6	3	39	4	1	2	45
	3%	2%	3%	2%	2%	5%	1%	4%	4%	5%	3%	4%	-	2%	3%	3%	2%	3%	5%	1%	3%	3%
						aBD	d		E	E	e	E		e	E	e	e		c			
Quick service / quick and easy	43	20	23	3	15	11	10	5	6	9	4	-	3	2	3	6	2	35	2	4	2	43
	3%	3%	3%	1%	4%	3%	3%	2%	6%	4%	2%	-	2%	2%	2%	3%	1%	3%	3%	3%	2%	3%
					A				cDhI	D	d		d	d	d	d						
Good overall experience/service / no problems / got what I wanted	42	17	24	3	7	17	10	4	6	6	5	3	2	3	1	6	3	34	1	7	-	42
	3%	2%	3%	1%	2%	4%	3%	2%	6%	3%	3%	3%	2%	3%	1%	3%	2%	3%	1%	6%	-	3%
						A			eG										aDe			
Professional / competent / efficient	36	19	17	6	7	5	9	8	2	5	6	3	1	3	1	3	3	27	1	5	2	36
	2%	3%	2%	2%	2%	1%	2%	4%	2%	2%	3%	3%	1%	4%	1%	1%	2%	2%	1%	4%	3%	2%
							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

## 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	Gender		Age					Region								Country					
		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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	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	35	12	23	2	8	16	7	1	2	7	5	2	-	2	3	2	4	26	3	2	3	35
	2%	2%	3%	1%	2%	4%	2%	1%	2%	3%	3%	1%	-	2%	2%	1%	3%	2%	4%	2%	4%	2%
						AE				Eh	e			e	e		e					
Optician was/seemed trustworthy	30	10	20	2	6	11	8	2	3	5	4	1	2	1	2	4	4	26	3	1	1	30
	2%	1%	2%	1%	2%	3%	2%	1%	3%	2%	2%	1%	2%	1%	2%	2%	3%	2%	3%	1%	1%	2%
						a																
Did not feel pressured into spending	28	7	21	1	5	14	7	2	2	3	4	3	-	1	3	3	1	19	5	2	2	28
	2%	1%	2%	*	1%	3%	2%	1%	2%	1%	2%	2%	-	1%	2%	1%	1%	1%	7%	1%	2%	2%
			A			A						e			e				ACE			
Good range/choice of treatment options/ products	24	9	14	3	5	5	7	3	1	3	2	4	-	1	1	3	3	18	1	2	2	24
	1%	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%	3%	-	1%	1%	1%	2%	1%	1%	2%	3%	1%
												E					e					
Well looked after / good care / helpful / understanding	17	6	12	4	6	4	4	-	-	1	2	2	2	1	2	2	3	15	-	2	-	17
	1%	1%	1%	2%	2%	1%	1%	-	-	*	1%	2%	2%	1%	2%	1%	2%	1%	-	2%	-	1%
					e																	
Seen on time / not kept waiting	15	4	11	4	5	3	1	2	3	5	-	2	1	1	-	1	1	14	-	1	-	15
	1%	1%	1%	2%	1%	1%	*	1%	3%	2%	-	2%	1%	1%	-	*	1%	1%	-	1%	-	1%
				d	d				CGH	Cgh		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%	2%	2%	1%	2%	-	*	1%	1%	-	-	1%	1%
			A											g								
Pleasant environment / comfortable / clean	10	7	3	3	4	2	1	-	1	1	-	1	1	1	-	4	-	9	1	-	-	10
	1%	1%	*	1%	1%	*	*	-	1%	*	-	1%	1%	1%	-	2%	-	1%	1%	-	-	1%
															c							
Modern equipment / latest technology	7	4	3	1	1	3	2	-	1	1	1	-	1	-	-	1	1	6	-	1	-	7
	*	1%	*	*	*	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%	2%	-	1%	-	-	-	*
						b										c						
Good aftercare	6	-	6	-	2	3	1	-	1	-	2	-	-	-	-	2	-	5	-	1	-	6
	*	-	1%	-	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	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
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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	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	4	4	-	2	-	1	1	-	-	-	1	-	2	-	1	-	-	4	-	-	-	4
	*	1%	-	1%	-	*	*	-	-	-	1%	-	2%	-	1%	-	-	*	-	-	-	*
		B											bh									
Children were reassured / put at ease	3	3	-	-	1	2	-	-	-	-	1	-	2	-	-	-	-	3	-	-	-	3
	*	*	-	-	*	*	-	-	-	-	1%	-	2%	-	-	-	-	*	-	-	-	*
		b											bh									
Quality / good quality	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	-	*	-	-	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	*
Other	28	14	14	4	5	10	8	1	2	4	4	3	1	2	1	5	3	24	2	1	1	28
	2%	2%	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%	1%	2%	1%	2%	2%	2%	3%	1%	1%	2%
No other reasons	737	359	378	131	149	179	170	108	41	101	91	57	56	40	63	103	57	608	31	60	38	737
	46%	52%	42%	50%	43%	42%	46%	58%	42%	47%	49%	45%	46%	47%	50%	45%	41%	46%	40%	50%	51%	46%
		B		bC			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

### 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.	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
1595	753	115	117	33	11	31	58	446
1593	744	113	113	35	11	31	57	457
100%	100%	100%	100%	100%	100%	100%	100%	100%
228	105	20	13	7	1	5	11	64
14%	14%	17%	11%	19%	9%	16%	19%	14%
139	72	9	11	1	1	2	-	41
9%	10%	8%	9%	3%	9%	6%	-	9%
	G	G	G		G	g		G
118	44	9	8	5	1	2	3	40
7%	6%	8%	7%	15%	10%	6%	5%	9%
				A				a
114	64	8	8	2	-	3	3	25
7%	9%	7%	7%	6%	-	9%	5%	5%
	H							
79	35	8	8	-	-	5	1	20
5%	5%	7%	7%	-	-	16%	2%	4%
						ADGH		
67	30	8	5	1	-	3	1	19
4%	4%	7%	4%	3%	-	10%	2%	4%
						g		
56	30	4	5	1	-	1	-	14
4%	4%	3%	4%	4%	-	3%	-	3%
45	22	5	-	1	1	3	2	11
3%	3%	4%	-	3%	9%	9%	4%	2%
	c	C		c	C	aCH	C	c
43	20	4	5	-	-	-	2	11
3%	3%	4%	4%	-	-	-	3%	2%
42	18	3	6	2	-	1	1	11
3%	2%	3%	5%	6%	-	3%	2%	2%
			a					
36	10	6	2	-	-	2	3	11
2%	1%	5%	2%	-	-	7%	5%	2%
		A				A	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

	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
1595	753	115	117	33	11	31	58	446
1593	744	113	113	35	11	31	57	457
100%	100%	100%	100%	100%	100%	100%	100%	100%
35	16	3	2	-	-	2	1	11
2%	2%	3%	2%	-	-	6%	2%	2%
30	14	2	2	-	-	2	-	10
2%	2%	2%	2%	-	-	6%	-	2%
						g		
28	13	3	3	-	-	1	-	8
2%	2%	3%	3%	-	-	3%	-	2%
24	11	2	-	1	-	-	1	8
1%	1%	2%	-	3%	-	-	2%	2%
				c				
17	12	1	1	-	-	-	1	3
1%	2%	1%	1%	-	-	-	2%	1%
15	10	-	1	1	-	-	-	3
1%	1%	-	1%	3%	-	-	-	1%
				b				
13	7	2	-	-	-	-	-	4
1%	1%	2%	-	-	-	-	-	1%
10	4	1	-	-	-	1	1	2
1%	1%	1%	-	-	-	3%	2%	*
						acH		
7	5	-	-	-	-	-	1	1
*	1%	-	-	-	-	-	2%	*
							h	
7	4	-	1	-	-	-	-	2
*	1%	-	1%	-	-	-	-	*
6	4	-	-	-	-	-	1	1
*	1%	-	-	-	-	-	2%	*
							h	

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.	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
1595	753	115	117	33	11	31	58	446
1593	744	113	113	35	11	31	57	457
100%	100%	100%	100%	100%	100%	100%	100%	100%
4	1	-	2	-	-	-	1	-
*	*	-	2%	-	-	-	2%	-
			AH				AH	
3	2	-	1	-	-	-	-	-
*	*	-	1%	-	-	-	-	-
			H					
1	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
28	15	1	3	1	-	-	-	8
2%	2%	1%	3%	4%	-	-	-	2%
737	345	46	46	15	8	15	28	221
46%	46%	41%	41%	41%	72%	48%	49%	48%
					aBCd			

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
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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	228	34	44	39	54	22	21	33	118	56	7	-	30	44	7	25	30	224	3
	14%	16%	10%	14%	18%	18%	17%	12%	15%	17%	10%	-	17%	16%	11%	15%	15%	14%	10%
		B		b	B	B	B			a									
Good communication	139	20	48	18	30	9	4	26	62	36	8	-	18	23	4	15	14	136	2
	9%	9%	11%	7%	10%	7%	3%	9%	8%	11%	12%	-	10%	8%	6%	9%	7%	9%	7%
		F	cF		F														
Good quality examination / issue corrected	118	15	31	29	20	8	5	20	58	25	8	-	14	20	7	11	20	117	1
	7%	7%	7%	11%	7%	7%	4%	7%	7%	7%	12%	-	8%	7%	12%	7%	10%	8%	3%
				bdF															
Reasonable pricing / good value for money	114	10	32	29	20	10	8	11	77	20	4	-	11	17	8	14	16	111	3
	7%	5%	7%	11%	7%	8%	6%	4%	10%	6%	5%	-	6%	6%	13%	8%	8%	7%	10%
				Abd					AC						ab				
Good advice on treatment options	79	12	18	19	18	4	3	13	42	17	-	-	6	12	2	9	16	78	-
	5%	5%	4%	7%	6%	3%	2%	5%	5%	5%	-	-	3%	4%	3%	5%	8%	5%	-
				bF	f			d	D	d							Ab		
Optician was/seemed qualified	67	8	17	12	14	3	4	11	34	15	4	-	7	14	3	7	7	67	-
	4%	4%	4%	5%	5%	2%	3%	4%	4%	5%	6%	-	4%	5%	5%	4%	4%	4%	-
Did not feel rushed	56	14	13	9	10	3	1	12	26	14	1	-	9	10	-	5	9	56	-
	4%	6%	3%	3%	4%	2%	1%	4%	3%	4%	2%	-	5%	3%	-	3%	5%	4%	-
		BF											c				c		
Felt views were listened to	45	4	13	12	8	1	4	4	23	12	5	-	8	7	1	6	15	45	-
	3%	2%	3%	4%	3%	1%	3%	1%	3%	3%	8%	-	4%	2%	2%	4%	8%	3%	-
				e						AB							B		
Quick service / quick and easy	43	2	15	11	8	3	2	6	19	8	3	1	5	9	1	9	7	41	2
	3%	1%	3%	4%	3%	3%	2%	2%	3%	2%	4%	100%	3%	3%	2%	5%	4%	3%	7%
			a	A															
Good overall experience/service / no problems / got what I wanted	42	8	10	10	7	-	3	4	21	11	3	-	4	9	3	7	6	42	-
	3%	4%	2%	4%	2%	-	2%	1%	3%	3%	4%	-	2%	3%	5%	4%	3%	3%	-
		E	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

## 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
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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Professional / competent / efficient	36	4	10	5	6	3	5	7	15	11	2	-	4	12	-	6	7	35	1
	2%	2%	2%	2%	2%	3%	4%	2%	2%	3%	3%	-	2%	4%	-	4%	4%	2%	3%
Felt involved in decisions about your care	35	3	7	9	9	2	1	6	21	8	-	-	3	3	-	3	6	35	-
	2%	1%	2%	3%	3%	2%	1%	2%	3%	2%	-	-	2%	1%	-	2%	3%	2%	-
Optician was/seemed trustworthy	30	4	5	9	8	1	1	3	19	7	-	-	4	5	1	1	2	30	-
	2%	2%	1%	3%	3%	1%	1%	1%	2%	2%	-	-	2%	2%	2%	1%	1%	2%	-
Did not feel pressured into spending	28	5	4	8	8	2	-	5	14	7	2	-	4	3	2	3	3	28	-
	2%	2%	1%	3%	3%	2%	-	2%	2%	2%	3%	-	2%	1%	3%	2%	2%	2%	-
Good range/choice of treatment options/products	24	5	8	6	3	1	-	1	12	9	-	-	2	3	-	4	7	24	-
	1%	2%	2%	2%	1%	1%	-	*	2%	3%	-	-	1%	1%	-	2%	3%	2%	-
Well looked after / good care / helpful / understanding	17	5	5	2	1	2	1	2	9	5	-	-	5	2	1	2	4	17	-
	1%	2%	1%	1%	*	2%	1%	1%	1%	1%	-	-	3%	1%	2%	1%	2%	1%	-
Seen on time / not kept waiting	15	1	4	5	3	-	-	5	3	4	1	-	2	4	1	4	1	15	-
	1%	*	1%	2%	1%	-	-	2%	*	1%	2%	-	1%	1%	2%	2%	*	1%	-
Local / convenient to get to	13	3	3	3	2	2	-	2	8	2	1	-	-	2	1	1	4	13	-
	1%	1%	1%	1%	1%	2%	-	1%	1%	1%	1%	-	-	1%	2%	1%	2%	1%	-
Pleasant environment / comfortable / clean	10	1	4	1	-	2	1	3	6	1	-	-	2	3	-	2	-	9	1
	1%	*	1%	*	-	2%	1%	1%	1%	*	-	-	1%	1%	-	1%	-	1%	4%
Modern equipment / latest technology	7	1	5	-	-	-	1	-	5	2	-	-	1	1	-	-	1	6	1
	*	*	1%	-	-	-	1%	-	1%	1%	-	-	1%	*	-	-	*	*	3%
			cd																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

	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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	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% b	1 *	1 *	2 1%	- -	- -	1 *	5 1%	1 *	- -	- -	2 1%	1 *	- -	2 1%	1 *	7 *	- -
Good aftercare	6 *	1 *	2 *	2 1%	- -	- -	1 1%	2 1%	3 *	1 *	- -	- -	- -	1 *	- -	1 1%	1 *	6 *	- -
Routine / straightforward / confirmed what I know	4 *	2 1% B	- -	1 *	- -	- -	- -	2 1%	1 *	1 *	- -	- -	- -	- -	- -	1 1%	- -	4 *	- -
Children were reassured / put at ease	3 *	1 *	1 *	1 *	- -	- -	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	- -	3 *	- -
Quality / good quality	1 *	- -	1 *	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -
Other	28 2%	6 3% e	5 1%	8 3% be	9 3% be	- -	1 1%	5 2%	11 1%	9 3%	4 6% aB	- -	4 2%	5 2%	1 2%	2 1%	6 3%	28 2%	- -
No other reasons	737 46%	93 43%	217 50%	100 37%	130 44%	65 53%	70 54%	143 50%	348 45%	133 40%	29 42%	1 100%	71 41%	131 46%	28 47%	64 38%	70 36%	713 46%	17 59%

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

	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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	228	228	-	-	-	228	-	227	-	169	25	162	4	202	12	18	209
	14%	14%	-	-	-	14%	-	14%	-	15%	13%	14%	22%	14%	18%	12%	14%
Good communication	139	139	-	-	-	139	-	139	-	92	16	91	2	120	11	-	139
	9%	9%	-	-	-	9%	-	9%	-	8%	8%	8%	10%	8%	17%	-	10%
															A		A
Good quality examination / issue corrected	118	118	-	-	-	118	-	118	-	95	12	95	-	103	9	3	115
	7%	7%	-	-	-	7%	-	7%	-	8%	6%	8%	-	7%	14%	2%	8%
															a		A
Reasonable pricing / good value for money	114	114	-	-	-	114	-	112	-	94	19	93	-	111	1	14	100
	7%	7%	-	-	-	7%	-	7%	-	8%	10%	8%	-	8%	2%	10%	7%
															b		
Good advice on treatment options	79	79	-	-	-	79	-	79	-	67	16	67	-	66	7	3	76
	5%	5%	-	-	-	5%	-	5%	-	6%	8%	6%	-	5%	11%	2%	5%
															A		a
Optician was/seemed qualified	67	67	-	-	-	67	-	67	-	46	10	40	3	60	5	2	65
	4%	4%	-	-	-	4%	-	4%	-	4%	5%	4%	15%	4%	8%	1%	4%
													A				a
Did not feel rushed	56	56	-	-	-	56	-	56	-	43	12	39	-	48	3	1	55
	4%	4%	-	-	-	4%	-	4%	-	4%	6%	3%	-	3%	5%	1%	4%
																	a
Felt views were listened to	45	45	-	-	-	45	-	45	-	37	11	36	-	43	1	-	45
	3%	3%	-	-	-	3%	-	3%	-	3%	5%	3%	-	3%	2%	-	3%
																	A
Quick service / quick and easy	43	43	-	-	-	43	-	42	-	33	7	33	-	39	2	4	39
	3%	3%	-	-	-	3%	-	3%	-	3%	4%	3%	-	3%	3%	3%	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?

#### b) Other reasons

Base: All who were satisfied with their overall experience at 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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good overall experience/service / no problems / got what I wanted	42 3%	42 3%	- -	- -	- -	42 3%	- -	42 3%	- -	36 3%	6 3%	36 3%	1 5%	38 3%	1 1%	8 5% B	34 2%
Professional / competent / efficient	36 2%	36 2%	- -	- -	- -	36 2%	- -	36 2%	- -	23 2%	6 3%	23 2%	- -	31 2%	- -	7 5% B	29 2%
Felt involved in decisions about your care	35 2%	35 2%	- -	- -	- -	35 2%	- -	35 2%	- -	27 2%	7 3%	26 2%	- -	32 2%	1 2%	- -	35 2% a
Optician was/seemed trustworthy	30 2%	30 2%	- -	- -	- -	30 2%	- -	30 2%	- -	22 2%	7 3%	20 2%	1 6%	26 2%	2 3%	1 1%	29 2%
Did not feel pressured into spending	28 2%	28 2%	- -	- -	- -	28 2%	- -	28 2%	- -	23 2%	5 2%	22 2%	- -	26 2%	2 3%	1 1%	27 2%
Good range/choice of treatment options/products	24 1%	24 1%	- -	- -	- -	24 1%	- -	23 1%	- -	20 2%	5 3%	20 2%	- -	21 1%	1 1%	7 5% B	16 1%
Well looked after / good care / helpful / understanding	17 1%	17 1%	- -	- -	- -	17 1%	- -	17 1%	- -	13 1%	3 1%	13 1%	1 4%	15 1%	- -	1 1%	16 1%
Seen on time / not kept waiting	15 1%	15 1%	- -	- -	- -	15 1%	- -	15 1%	- -	5 *	- -	5 *	- -	13 1%	- -	- -	15 1%
Local / convenient to get to	13 1%	13 1%	- -	- -	- -	13 1%	- -	13 1%	- -	10 1%	2 1%	10 1%	- -	12 1%	1 2%	1 1%	12 1%
Pleasant environment / comfortable / clean	10 1%	10 1%	- -	- -	- -	10 1%	- -	10 1%	- -	7 1%	1 1%	7 1%	- -	9 1%	1 1%	2 1%	8 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?

#### b) Other reasons

Base: All who were satisfied with their overall experience at 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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Modern equipment / latest technology	7	7	-	-	-	7	-	7	-	6	3	6	-	7	-	1	6
	*	*	-	-	-	*	-	*	-	*	1%	1%	-	*	-	1%	*
Always see the same person / been going for years / they know me	7	7	-	-	-	7	-	7	-	7	-	7	-	5	-	-	7
	*	*	-	-	-	*	-	*	-	1%	-	1%	-	*	-	-	*
Good aftercare	6	6	-	-	-	6	-	6	-	5	1	5	-	6	-	-	6
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Routine / straightforward / confirmed what I know	4	4	-	-	-	4	-	4	-	1	-	1	-	3	-	-	4
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Children were reassured / put at ease	3	3	-	-	-	3	-	2	-	2	-	2	-	2	-	1	2
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	1%	*
Quality / good quality	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Other	28	28	-	-	-	28	-	28	-	21	5	23	-	25	1	5	23
	2%	2%	-	-	-	2%	-	2%	-	2%	2%	2%	-	2%	2%	4%	2%
No other reasons	737	737	-	-	-	737	-	724	7	507	88	498	11	666	26	80	658
	46%	46%	-	-	-	46%	-	46%	100% A	44%	45%	44%	58%	47%	39%	54% b	46% 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

	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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Polite / friendly	228	200	2	15	4	2	23	35	63	169	25	32	33	149	18	4
	14%	14%	12%	17%	27%	32%	18%	14%	17%	15%	13%	16%	12%	15%	13%	24%
Good communication	139	128	1	6	2	1	10	21	47	92	16	20	28	81	12	2
	9%	9%	6%	7%	14%	19%	8%	8%	13% a	8%	8%	10%	10%	8%	8%	11%
Good quality examination / issue corrected	118	104	2	9	-	-	11	13	18	95	12	11	16	86	9	1
	7%	7%	11%	10%	-	-	9%	5%	5%	8%	6%	5%	6%	9%	6%	6%
Reasonable pricing / good value for money	114	101	-	8	1	1	10	19	28	94	19	12	12	80	13	2
	7%	7%	-	9%	7%	16%	8%	8%	8%	8% D	10% D	6%	4%	8%	9%	12%
Good advice on treatment options	79	70	-	8	-	-	8	12	25	67	16	9	5	55	12	2
	5%	5%	-	9% a	-	-	6%	5%	7%	6% D	8% D	4%	2%	5%	9%	11%
Optician was/seemed qualified	67	60	-	5	-	-	5	11	21	46	10	10	15	37	6	3
	4%	4%	-	6%	-	-	4%	4%	6%	4%	5%	5%	6%	4%	4%	19% AB
Did not feel rushed	56	47	-	7	-	-	7	8	19	43	12	9	8	33	7	2
	4%	3%	-	8% A	-	-	5%	3%	5%	4%	6%	4%	3%	3%	5%	11% a
Felt views were listened to	45	41	-	2	1	1	4	7	14	37	11	6	4	29	7	2
	3%	3%	-	2%	7%	19% AbCf	3%	3%	4%	3%	5% D	3%	2%	3%	5%	13% A
Quick service / quick and easy	43	39	-	3	-	-	3	11	9	33	7	2	8	28	5	-
	3%	3%	-	3%	-	-	2%	5%	3%	3%	4% c	1%	3%	3%	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?

## b) Other reasons

Base: All who were 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
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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	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	42 3%	38 3%	- -	3 3%	- -	- -	3 2%	5 2%	10 3%	36 3%	6 3%	2 1%	4 1%	34 3%	3 2%	1 6%
Professional / competent / efficient	36 2%	33 2%	1 6% Cf	- -	- -	- -	1 1%	4 2%	6 2%	23 2%	6 3%	5 3%	8 3%	19 2%	4 3%	- -
Felt involved in decisions about your care	35 2%	29 2%	- -	4 5%	1 7%	- -	5 4%	5 2%	16 4%	27 2%	7 3% d	8 4% D	3 1%	22 2%	4 3%	1 6%
Optician was/seemed trustworthy	30 2%	27 2%	- -	3 3%	- -	- -	3 2%	3 1%	11 3%	22 2%	7 3%	4 2%	6 2%	16 2%	5 3%	1 6%
Did not feel pressured into spending	28 2%	25 2%	- -	3 3%	- -	- -	3 2%	4 2%	8 2%	23 2%	5 2%	5 2%	3 1%	20 2%	2 1%	1 6%
Good range/choice of treatment options/products	24 1%	22 2%	- -	1 1%	1 7%	- -	2 2%	3 1%	4 1%	20 2%	5 3%	2 1%	2 1%	18 2%	2 1%	- -
Well looked after / good care / helpful / understanding	17 1%	17 1%	- -	- -	- -	- -	- -	4 2%	7 2%	13 1%	3 1%	2 1%	2 1%	11 1%	2 1%	- -
Seen on time / not kept waiting	15 1%	14 1%	- -	1 1%	- -	- -	1 1%	2 1%	5 1%	5 *	- -	3 2% ab	7 3% AB	5 1%	- -	- -
Local / convenient to get to	13 1%	12 1%	- -	1 1%	- -	- -	1 1%	2 1%	1 *	10 1%	2 1%	- -	3 1%	10 1%	- -	- -
Pleasant environment / comfortable / clean	10 1%	9 1%	- -	1 1%	- -	- -	1 1%	3 1%	3 1%	7 1%	1 1%	1 *	3 1%	6 1%	1 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?

### b) Other reasons

Base: All who were 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
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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Modern equipment / latest technology	7	6	-	1	-	-	1	1	-	6	3	1	-	3	3	-
	*	*	-	1%	-	-	1%	*	-	*	1%	*	-	*	2%	-
											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	4	3	-	1	-	-	1	-	1	1	-	-	3	1	-	-
	*	*	-	1%	-	-	1%	-	*	*	-	-	1%	*	-	-
													A			
Children were reassured / put at ease	3	3	-	-	-	-	-	-	2	2	-	-	1	2	-	-
	*	*	-	-	-	-	-	-	1%	*	-	-	*	*	-	-
Quality / good quality	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Other	28	23	-	5	-	-	5	5	6	21	5	2	3	19	4	1
	2%	2%	-	6%	-	-	4%	2%	2%	2%	2%	1%	1%	2%	3%	6%
				A			a									
No other reasons	737	665	11	35	7	2	55	121	152	507	88	98	133	446	63	7
	46%	46%	65% cf	39%	46%	33%	43%	49%	42%	44%	45%	50%	49%	44%	45%	41%

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	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
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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	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	613	245	368	77	123	170	155	88	32	75	73	49	43	35	52	97	60	515	29	48	20	613
	38%	35%	41%	29%	36%	40%	42%	47%	33%	35%	39%	38%	35%	41%	41%	43%	44%	39%	37%	41%	27%	38%
			A		a	A	A	AB								ab	ab	D		d		d
Polite / friendly	410	161	250	86	78	105	100	41	22	59	55	35	26	16	26	55	39	334	23	29	25	410
	26%	23%	28%	33%	23%	25%	27%	22%	23%	28%	30%	28%	22%	18%	20%	24%	29%	25%	29%	24%	34%	26%
			A	BCE						f	Fg						f					
Good communication	238	101	137	37	49	72	60	20	17	32	27	15	24	19	13	30	21	197	17	10	13	238
	15%	15%	15%	14%	14%	17%	16%	11%	18%	15%	15%	12%	19%	22%	10%	13%	15%	15%	22%	8%	18%	15%
					e								dG	DGh				c	aCe		c	c
Good advice on treatment options	176	61	115	17	35	60	49	15	11	30	13	16	15	9	18	23	20	153	7	7	9	176
	11%	9%	13%	7%	10%	14%	13%	8%	11%	14%	7%	12%	12%	10%	14%	10%	14%	12%	9%	6%	11%	11%
			A			AbE	Ae			C					C		C	c				c
Good overall experience/service / no problems / got what I wanted	174	90	84	26	45	51	33	18	14	30	12	16	14	12	13	26	14	150	5	12	7	174
	11%	13%	9%	10%	13%	12%	9%	10%	14%	14%	6%	13%	11%	14%	10%	11%	10%	11%	7%	10%	9%	11%
		B			d				C	C		C		C		c						
Optician was/seemed qualified	148	59	89	17	37	42	37	15	10	21	24	6	14	3	9	18	12	116	10	16	7	148
	9%	9%	10%	6%	11%	10%	10%	8%	10%	10%	13%	5%	12%	4%	7%	8%	9%	9%	12%	14%	9%	9%
					a					df	DFgh		DF							a		
Reasonable pricing / good value for money	145	69	76	14	52	44	26	8	8	24	19	12	11	6	15	16	9	119	9	9	8	145
	9%	10%	8%	5%	15%	10%	7%	4%	8%	11%	10%	9%	9%	7%	12%	7%	6%	9%	12%	7%	11%	9%
				ACDE		AdE																
Professional / competent / efficient	115	56	59	22	28	26	26	14	5	22	14	8	2	4	10	18	8	91	8	10	5	115
	7%	8%	7%	8%	8%	6%	7%	7%	5%	10%	7%	7%	2%	5%	8%	8%	6%	7%	11%	9%	7%	7%
										E	E	e			E	E	e					
Quick service / quick and easy	105	52	53	26	29	23	21	7	9	15	11	10	7	5	8	18	7	90	5	6	5	105
	7%	8%	6%	10%	8%	5%	6%	4%	10%	7%	6%	8%	6%	6%	6%	8%	5%	7%	6%	5%	6%	7%
				CDE	e																	
Did not feel rushed	99	23	76	22	20	30	18	9	5	9	8	11	7	5	10	13	13	81	7	6	6	99
	6%	3%	8%	8%	6%	7%	5%	5%	5%	4%	4%	9%	6%	6%	8%	6%	10%	6%	9%	5%	7%	6%
			A	d								b					Bc					
Felt views were listened to	59	18	41	9	10	25	8	7	5	12	6	5	3	4	4	10	3	52	4	1	3	59
	4%	3%	5%	3%	3%	6%	2%	4%	5%	6%	3%	4%	2%	5%	3%	4%	2%	4%	5%	1%	4%	4%
			A			BD												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

## 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	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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	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	56 4%	14 2%	42 5%	13 5%	10 3%	16 4%	16 4%	1 1%	4 4%	5 2%	10 5%	4 3%	3 2%	3 4%	6 5%	6 3%	5 4%	45 3%	4 5%	7 6%	- -	56 4%
			A	E		E	E												d	D		
Optician was/seemed trustworthy	54 3%	17 2%	36 4%	6 2%	11 3%	19 5%	12 3%	5 2%	4 4%	12 5%	9 5%	2 1%	3 2%	1 1%	3 2%	6 3%	8 6%	47 4%	3 4%	2 2%	1 1%	54 3%
			a							d							d					
Felt involved in decisions about your care	41 3%	14 2%	27 3%	2 1%	8 2%	20 5%	10 3%	1 1%	3 3%	8 4%	5 3%	3 2%	- -	2 2%	3 2%	4 2%	5 4%	32 2%	3 4%	3 2%	3 4%	41 3%
					AE	a			e	E	e	e		e	e	E						
Did not feel pressured into spending	37 2%	10 1%	27 3%	1 *	6 2%	17 4%	10 3%	3 2%	2 2%	3 1%	5 3%	6 5%	- -	1 1%	3 2%	6 3%	2 1%	27 2%	6 8%	2 1%	2 2%	37 2%
			A			Ab	A				e	bE			e	e			ACE			
Good range/choice of treatment options/ products	27 2%	11 2%	16 2%	3 1%	5 2%	6 1%	10 3%	3 2%	2 2%	3 1%	2 1%	4 3%	1 1%	1 1%	1 1%	4 2%	3 2%	21 2%	1 1%	2 2%	3 4%	27 2%
																				a		
Seen on time / not kept waiting	27 2%	12 2%	15 2%	6 2%	6 2%	5 1%	6 2%	5 2%	3 3%	6 3%	3 2%	2 2%	3 2%	1 1%	1 1%	4 2%	2 1%	25 2%	1 1%	1 1%	- -	27 2%
Always see the same person / been going for years / they know me	25 2%	10 1%	15 2%	1 *	1 *	8 2%	9 3%	6 3%	- -	3 1%	1 1%	2 1%	1 1%	2 2%	3 2%	7 3%	2 2%	21 2%	2 3%	1 1%	1 1%	25 2%
					b	AB	AB									ac						
Routine / straightforward / confirmed what I know	18 1%	10 1%	8 1%	8 3%	2 1%	4 1%	4 1%	- -	- -	2 1%	2 1%	1 1%	5 4%	1 1%	3 2%	- -	3 2%	17 1%	1 2%	- -	- -	18 1%
				BCDE								ABcdH		h	H		H					
Local / convenient to get to	17 1%	3 *	14 2%	1 *	4 1%	4 1%	6 1%	2 1%	1 1%	2 1%	4 2%	2 2%	2 2%	2 2%	- -	1 *	1 1%	15 1%	- -	1 1%	1 1%	17 1%
			A											g								
Pleasant environment / comfortable / clean	15 1%	10 1%	5 1%	3 1%	6 2%	3 1%	2 1%	1 1%	2 2%	1 *	1 1%	1 1%	1 1%	1 1%	- -	5 2%	1 1%	13 1%	1 1%	1 1%	- -	15 1%
			b		d											g						
Modern equipment / latest technology	10 1%	5 1%	5 1%	3 1%	1 *	4 1%	2 1%	- -	1 1%	1 *	1 1%	1 1%	2 2%	- -	1 1%	1 *	1 1%	9 1%	- -	1 1%	- -	10 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	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	1595	696	899	255	337	453	396	154	97	216	186	128	122	86	127	230	137	1329	77	119	70	1595
Weighted Total	1593	695	898	264	347	424	372	186	97	215	185	129	121	85	126	228	137	1322	77	119	75	1593
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Quality / good quality	7	3	4	-	3	2	1	1	-	2	1	-	-	-	1	1	1	6	-	1	-	7
	*	*	*	-	1%	*	*	1%	-	1%	1%	-	-	-	1%	*	1%	*	-	1%	-	*
Good aftercare	6	-	6	-	2	3	1	-	1	-	2	-	-	-	-	2	-	5	-	1	-	6
	*	-	1% A	-	1%	1%	*	-	1%	-	1%	-	-	-	-	1%	-	*	-	1%	-	*
Children were reassured / put at ease	5	3	2	-	3	2	-	-	-	-	2	1	2	-	-	-	-	5	-	-	-	5
	*	*	*	-	1% d	*	-	-	-	-	1%	1%	2% bh	-	-	-	-	*	-	-	-	*
Everything in one place / one stop shop	1	-	1	-	-	-	1	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	-	*	-	-	-	*	-	-	*	-	-	-	-	-	-	-	*	-	-	-	*
Other	51	25	25	6	10	14	18	2	3	7	7	3	5	2	3	8	6	43	4	3	1	51
	3%	4%	3%	2%	3%	3%	5% e	1%	3%	3%	4%	2%	4%	2%	2%	3%	4%	3%	5%	2%	1%	3%
Don't know / not stated	57	32	25	18	14	11	6	7	3	7	4	6	5	4	7	3	3	42	2	8	5	57
	4%	5% B	3%	7% CD	4% d	3%	2% 2%	4%	3%	3%	2%	5% H	4% h	5% h	6% H	1%	2%	3%	2%	7% Ae	7%	4%

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

	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
1595	753	115	117	33	11	31	58	446
1593	744	113	113	35	11	31	57	457
100%	100%	100%	100%	100%	100%	100%	100%	100%
613	259	57	42	12	4	13	20	191
38%	35%	50%	37%	33%	37%	41%	35%	42%
		ACdg						A
410	189	30	27	13	3	10	15	114
26%	25%	26%	24%	36%	28%	32%	25%	25%
238	121	15	18	4	2	3	4	67
15%	16%	13%	16%	10%	17%	10%	7%	15%
	g		g					g
176	81	12	19	2	-	8	2	50
11%	11%	10%	16%	6%	-	26%	3%	11%
	g	g	aG			ABDeGH		g
174	89	12	12	5	1	4	6	42
11%	12%	10%	10%	14%	9%	13%	10%	9%
148	68	13	12	2	-	3	3	46
9%	9%	11%	10%	6%	-	10%	5%	10%
145	78	10	10	3	-	4	5	31
9%	11%	9%	9%	10%	-	13%	8%	7%
	H							
115	54	10	9	3	-	2	6	29
7%	7%	9%	8%	9%	-	7%	10%	6%
105	55	8	12	2	-	-	6	21
7%	7%	7%	11%	6%	-	-	11%	5%
	h		fh				fh	
99	50	8	5	3	-	1	1	30
6%	7%	7%	4%	9%	-	3%	2%	7%
				g				
59	30	6	-	1	2	3	3	14
4%	4%	5%	-	3%	18%	9%	5%	3%
	C	C		c	AbCdH	Ch	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

	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
1595	753	115	117	33	11	31	58	446
1593	744	113	113	35	11	31	57	457
100%	100%	100%	100%	100%	100%	100%	100%	100%
56	28	3	3	1	-	2	1	18
4%	4%	3%	3%	4%	-	6%	2%	4%
54	25	5	4	-	2	2	-	16
3%	3%	4%	3%	-	18%	6%	-	3%
					AbCDGH	g		
41	18	3	3	-	-	2	2	13
3%	2%	3%	3%	-	-	6%	3%	3%
37	17	6	3	-	-	1	-	11
2%	2%	5%	3%	-	-	3%	-	2%
		ag						
27	12	2	-	1	-	-	1	11
2%	2%	2%	-	3%	-	-	2%	2%
				c				c
27	15	-	2	1	-	-	-	8
2%	2%	-	2%	3%	-	-	-	2%
				b				
25	13	-	1	-	-	-	1	10
2%	2%	-	1%	-	-	-	2%	2%
18	7	2	3	1	-	1	2	2
1%	1%	2%	3%	4%	-	3%	3%	*
			H	H		H	aH	
17	7	2	-	-	1	-	-	7
1%	1%	2%	-	-	9%	-	-	2%
					ACdfGh			
15	6	1	-	-	-	1	1	4
1%	1%	1%	-	-	-	3%	2%	1%
						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

	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
1595	753	115	117	33	11	31	58	446
1593	744	113	113	35	11	31	57	457
100%	100%	100%	100%	100%	100%	100%	100%	100%
10	6	-	1	-	-	1	1	1
1%	1%	-	1%	-	-	3%	2%	*
						bH	h	
7	5	-	-	-	-	-	-	2
*	1%	-	-	-	-	-	-	*
6	4	-	-	-	-	-	1	1
*	1%	-	-	-	-	-	2%	*
							h	
5	3	1	1	-	-	-	-	-
*	*	1%	1%	-	-	-	-	-
		H	H					
1	-	-	-	-	-	1	-	-
*	-	-	-	-	-	3%	-	-
						AbcH		
51	22	3	4	1	-	-	4	15
3%	3%	3%	4%	4%	-	-	7%	3%
57	31	2	1	2	-	2	4	13
4%	4%	2%	1%	6%	-	7%	7%	3%
	c			c		c	bCh	

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	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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	613	69	172	120	111	48	40	110	295	132	31	-	78	111	28	68	76	598	12
	38%	32%	39%	45%	37%	39%	31%	39%	38%	39%	45%	-	44%	39%	47%	40%	39%	39%	41%
			a	AdF															
Polite / friendly	410	54	93	63	95	41	31	74	192	94	23	-	41	72	14	39	44	404	4
	26%	25%	21%	24%	32%	33%	25%	26%	25%	28%	34%	-	23%	25%	23%	23%	22%	26%	14%
				aBC	BC						b								
Good communication	238	30	68	37	54	16	15	42	108	62	12	-	23	40	7	21	30	232	5
	15%	14%	16%	14%	18%	13%	12%	15%	14%	19%	17%	-	13%	14%	11%	12%	15%	15%	17%
				f						B									
Good advice on treatment options	176	30	53	31	34	11	8	28	90	39	7	-	21	28	8	22	31	174	-
	11%	14%	12%	12%	11%	9%	6%	10%	12%	12%	10%	-	12%	10%	13%	13%	16%	11%	-
		F	f	f	f												b	b	
Good overall experience/service / no problems / got what I wanted	174	29	48	33	32	7	14	21	95	35	5	-	16	37	5	17	23	169	3
	11%	13%	11%	13%	11%	5%	11%	7%	12%	10%	7%	-	9%	13%	8%	10%	12%	11%	11%
		E	e	E	e				A										
Optician was/seemed qualified	148	17	54	21	29	6	8	25	76	35	6	-	17	23	7	20	19	148	-
	9%	8%	12%	8%	10%	5%	6%	9%	10%	10%	9%	-	10%	8%	11%	12%	10%	10%	-
			acEf															b	
Reasonable pricing / good value for money	145	13	43	34	22	12	13	17	91	24	5	-	12	20	8	17	18	140	5
	9%	6%	10%	13%	7%	10%	10%	6%	12%	7%	7%	-	7%	7%	13%	10%	9%	9%	18%
			a	AD					AC										
Professional / competent / efficient	115	17	35	21	20	6	10	17	59	26	4	1	13	29	4	12	16	112	2
	7%	8%	8%	8%	7%	5%	8%	6%	8%	8%	6%	100%	8%	10%	7%	7%	8%	7%	6%
Quick service / quick and easy	105	17	25	21	20	12	6	16	54	22	5	1	9	22	3	14	19	101	3
	7%	8%	6%	8%	7%	10%	5%	5%	7%	7%	7%	100%	5%	8%	5%	8%	10%	7%	10%
																a			
Did not feel rushed	99	17	18	23	20	5	10	19	50	21	1	-	14	21	1	7	15	99	-
	6%	8%	4%	9%	7%	4%	8%	7%	6%	6%	2%	-	8%	7%	2%	4%	8%	6%	-
		B		B			b						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/b) Main/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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Felt views were listened to	59	7	14	15	10	1	6	6	28	15	6	-	12	9	2	8	19	59	-
	4%	3%	3%	5%	3%	1%	5%	2%	4%	4%	9%	-	7%	3%	3%	5%	10%	4%	-
				E			e				AB		b			Bd			
Well looked after / good care / helpful / understanding	56	10	16	9	5	6	5	7	32	14	-	-	10	10	1	7	11	54	2
	4%	4%	4%	4%	2%	5%	4%	2%	4%	4%	-	-	6%	3%	2%	4%	6%	3%	7%
		d				d			d	d									
Optician was/seemed trustworthy	54	9	10	11	13	4	4	9	30	13	-	-	9	9	2	3	5	54	-
	3%	4%	2%	4%	5%	3%	3%	3%	4%	4%	-	-	5%	3%	3%	2%	3%	3%	-
				b					d										
Felt involved in decisions about your care	41	3	10	9	12	2	1	6	23	9	2	-	4	4	-	3	6	40	1
	3%	1%	2%	3%	4%	2%	1%	2%	3%	3%	3%	-	2%	1%	-	2%	3%	3%	3%
				af															
Did not feel pressured into spending	37	6	5	10	10	3	-	7	18	9	2	-	5	3	2	3	5	37	-
	2%	3%	1%	4%	3%	2%	-	2%	2%	3%	3%	-	3%	1%	3%	2%	3%	2%	-
		f		BF	BF	f													
Good range/choice of treatment options/products	27	7	8	6	4	1	-	1	15	10	-	-	2	3	-	5	8	27	-
	2%	3%	2%	2%	1%	1%	-	*	2%	3%	-	-	1%	1%	-	3%	4%	2%	-
		F		f					a	A							aB		
Seen on time / not kept waiting	27	3	6	7	4	1	1	9	7	6	1	-	3	4	1	7	2	27	-
	2%	1%	1%	3%	1%	1%	1%	3%	1%	2%	2%	-	2%	1%	2%	4%	1%	2%	-
								B								be			
Always see the same person / been going for years / they know me	25	7	5	4	4	1	2	3	13	6	1	-	6	2	-	5	5	25	-
	2%	3%	1%	1%	1%	1%	1%	1%	2%	2%	1%	-	3%	1%	-	3%	2%	2%	-
		b											B			b			
Routine / straightforward / confirmed what I know	18	3	7	1	3	1	-	10	5	2	-	-	1	1	2	1	1	18	-
	1%	1%	2%	*	1%	1%	-	3%	1%	1%	-	-	1%	*	3%	1%	1%	1%	-
								BC							Be				
Local / convenient to get to	17	4	3	4	2	3	1	2	10	4	1	-	-	4	1	1	5	17	-
	1%	2%	1%	1%	1%	3%	1%	1%	1%	1%	1%	-	-	1%	2%	1%	2%	1%	-
						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

## 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	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	1595	220	437	269	296	123	126	278	780	338	68	1	178	282	59	167	196	1555	29
Weighted Total	1593	216	438	268	295	124	128	285	772	335	69	1	175	282	59	169	195	1554	28
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Pleasant environment / comfortable / clean	15	2	6	1	-	3	1	4	7	2	-	-	3	3	-	2	-	14	1
	1%	1%	1%	*	-	2%	1%	1%	1%	1%	-	-	2%	1%	-	1%	-	1%	4%
		d	D			cD							e						
Modern equipment / latest technology	10	2	6	-	1	-	1	-	6	4	-	-	1	1	-	1	2	9	1
	1%	1%	1%	-	*	-	1%	-	1%	1%	-	-	1%	*	-	1%	1%	1%	3%
			c							a									a
Quality / good quality	7	3	3	1	-	-	-	3	3	1	-	-	1	2	1	2	1	6	1
	*	1%	1%	*	-	-	-	1%	*	*	-	-	1%	1%	2%	1%	*	*	4%
		D																	A
Good aftercare	6	1	2	2	-	-	1	2	3	1	-	-	-	1	-	1	1	6	-
	*	*	*	1%	-	-	1%	1%	*	*	-	-	-	*	-	1%	*	*	-
Children were reassured / put at ease	5	1	1	2	1	-	-	2	-	2	-	-	-	-	-	-	-	5	-
	*	*	*	1%	*	-	-	1%	-	1%	-	-	-	-	-	-	-	*	-
								B		B									
Everything in one place / one stop shop	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	1%	-	-	-	-	-	-	-	*	-	-	-	*	-
						b													
Other	51	9	7	12	12	2	6	8	23	12	4	-	6	9	1	6	7	51	-
	3%	4%	2%	4%	4%	2%	5%	3%	3%	3%	6%	-	3%	3%	2%	3%	3%	3%	-
		B		B	B		B												
Don't know / not stated	57	6	16	6	12	4	7	14	26	8	3	-	3	9	1	5	5	55	1
	4%	3%	4%	2%	4%	3%	6%	5%	3%	2%	5%	-	2%	3%	2%	3%	3%	4%	3%
						c		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/b) Main/other reasons

Base: All who were satisfied with their overall experience at 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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	613	613	-	-	-	613	-	610	1	449	61	436	9	547	31	46	567
	38%	38%	-	-	-	38%	-	39%	14%	39%	31%	39%	47%	38%	48%	31%	39%
										B						a	
Polite / friendly	410	410	-	-	-	410	-	406	1	288	45	277	6	363	21	29	382
	26%	26%	-	-	-	26%	-	26%	14%	25%	23%	25%	32%	26%	32%	19%	26%
																a	
Good communication	238	238	-	-	-	238	-	238	-	164	29	159	3	207	15	5	233
	15%	15%	-	-	-	15%	-	15%	-	14%	15%	14%	16%	15%	23%	3%	16%
															a	A	
Good advice on treatment options	176	176	-	-	-	176	-	176	-	146	32	144	2	153	13	8	168
	11%	11%	-	-	-	11%	-	11%	-	13%	16%	13%	9%	11%	20%	6%	12%
															A		A
Good overall experience/service / no problems / got what I wanted	174	174	-	-	-	174	-	172	1	134	25	135	3	157	3	34	139
	11%	11%	-	-	-	11%	-	11%	14%	12%	13%	12%	16%	11%	4%	23%	10%
														b		B	
Optician was/seemed qualified	148	148	-	-	-	148	-	148	-	101	21	96	3	134	5	7	141
	9%	9%	-	-	-	9%	-	9%	-	9%	11%	9%	15%	9%	8%	5%	10%
																A	
Reasonable pricing / good value for money	145	145	-	-	-	145	-	142	-	118	24	116	-	137	3	20	124
	9%	9%	-	-	-	9%	-	9%	-	10%	12%	10%	-	10%	5%	14%	9%
																B	
Professional / competent / efficient	115	115	-	-	-	115	-	114	-	81	17	79	1	100	4	19	97
	7%	7%	-	-	-	7%	-	7%	-	7%	9%	7%	5%	7%	6%	13%	7%
																B	
Quick service / quick and easy	105	105	-	-	-	105	-	104	-	78	18	81	-	97	4	14	91
	7%	7%	-	-	-	7%	-	7%	-	7%	9%	7%	-	7%	6%	10%	6%

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

	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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did not feel rushed	99	99	-	-	-	99	-	99	-	73	18	69	-	85	7	3	96
	6%	6%	-	-	-	6%	-	6%	-	6%	9%	6%	-	6%	11%	2%	7%
																A	
Felt views were listened to	59	59	-	-	-	59	-	59	-	47	14	46	-	56	2	-	59
	4%	4%	-	-	-	4%	-	4%	-	4%	7%	4%	-	4%	3%	-	4%
											a						A
Well looked after / good care / helpful / understanding	56	56	-	-	-	56	-	56	-	46	12	46	1	49	1	5	51
	4%	4%	-	-	-	4%	-	4%	-	4%	6%	4%	4%	3%	1%	3%	4%
Optician was/seemed trustworthy	54	54	-	-	-	54	-	54	-	39	8	37	1	50	2	1	53
	3%	3%	-	-	-	3%	-	3%	-	3%	4%	3%	6%	3%	3%	1%	4%
																a	
Felt involved in decisions about your care	41	41	-	-	-	41	-	41	-	32	8	32	-	37	1	-	41
	3%	3%	-	-	-	3%	-	3%	-	3%	4%	3%	-	3%	2%	-	3%
																A	
Did not feel pressured into spending	37	37	-	-	-	37	-	37	-	30	5	29	-	35	2	1	36
	2%	2%	-	-	-	2%	-	2%	-	3%	2%	3%	-	2%	3%	1%	2%
Good range/choice of treatment options/products	27	27	-	-	-	27	-	26	-	22	5	22	-	24	1	7	20
	2%	2%	-	-	-	2%	-	2%	-	2%	3%	2%	-	2%	1%	5%	1%
																B	
Seen on time / not kept waiting	27	27	-	-	-	27	-	26	-	11	1	10	1	25	-	-	27
	2%	2%	-	-	-	2%	-	2%	-	1%	1%	1%	5%	2%	-	-	2%
													a				a
Always see the same person / been going for years / they know me	25	25	-	-	-	25	-	25	-	22	2	22	-	21	-	2	23
	2%	2%	-	-	-	2%	-	2%	-	2%	1%	2%	-	1%	-	1%	2%

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

	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
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	1595	1595	-	-	-	1595	-	1579	7	1149	197	1129	19	1425	66	144	1451
Weighted Total	1593	1593	-	-	-	1593	-	1576	7	1141	197	1121	19	1425	65	148	1445
	100%	100%	-	-	-	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Routine / straightforward / confirmed what I know	18	18	-	-	-	18	-	18	-	5	1	5	-	17	-	1	17
	1%	1%	-	-	-	1%	-	1%	-	*	1%	*	-	1%	-	1%	1%
Local / convenient to get to	17	17	-	-	-	17	-	17	-	14	3	14	-	15	1	1	16
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	-	1%	2%	1%	1%
Pleasant environment / comfortable / clean	15	15	-	-	-	15	-	15	-	10	1	9	1	12	1	2	13
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	6% A	1%	1%	1%	1%
Modern equipment / latest technology	10	10	-	-	-	10	-	10	-	8	4	7	-	9	-	1	9
	1%	1%	-	-	-	1%	-	1%	-	1%	2% a	1%	-	1%	-	1%	1%
Quality / good quality	7	7	-	-	-	7	-	6	1	4	1	5	-	5	2	-	7
	*	*	-	-	-	*	-	*	15% A	*	*	*	-	*	3% A	-	*
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
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	1%	*
Everything in one place / one stop shop	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Other	51	51	-	-	-	51	-	51	-	39	7	40	-	47	1	6	44
	3%	3%	-	-	-	3%	-	3%	-	3%	4%	4%	-	3%	2%	4%	3%
Don't know / not stated	57	57	-	-	-	57	-	53	3	36	8	36	-	51	3	12	45
	4%	4%	-	-	-	4%	-	3%	44% A	3%	4%	3%	-	4%	5%	8% B	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/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
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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Good quality examination / issue corrected	613	546	8	40	3	1	52	84	128	449	61	71	106	404	43	4
	38%	38%	46%	45%	19%	16%	41%	34%	35%	39%	31%	36%	39%	40%	31%	23%
				d						B			b	B		
Polite / friendly	410	361	6	22	5	3	36	59	109	288	45	57	75	250	34	9
	26%	25%	37%	25%	34%	49%	29%	24%	30%	25%	23%	29%	28%	25%	24%	53%
																AB
Good communication	238	219	1	11	3	1	16	36	70	164	29	32	47	142	20	5
	15%	15%	6%	12%	20%	19%	13%	15%	19%	14%	15%	16%	17%	14%	14%	29%
																a
Good advice on treatment options	176	157	-	13	3	1	17	26	46	146	32	17	16	121	25	4
	11%	11%	-	15%	21%	19%	14%	11%	13%	13%	16%	9%	6%	12%	18%	23%
				b	b	b				D	CD				A	
Good overall experience/service / no problems / got what I wanted	174	152	2	16	2	-	20	31	42	134	25	19	19	122	16	3
	11%	11%	11%	18%	13%	-	16%	13%	11%	12%	13%	10%	7%	12%	11%	18%
				A			a			D	D					
Optician was/seemed qualified	148	139	-	7	-	-	7	21	43	101	21	25	27	83	16	4
	9%	10%	-	8%	-	-	6%	9%	12%	9%	11%	12%	10%	8%	11%	26%
																A
Reasonable pricing / good value for money	145	130	1	8	1	1	11	28	32	118	24	14	18	98	17	2
	9%	9%	6%	9%	7%	16%	9%	11%	9%	10%	12%	7%	7%	10%	12%	12%
										d	D					
Professional / competent / efficient	115	107	2	2	-	1	5	20	25	81	17	17	20	68	13	-
	7%	7%	12%	2%	-	16%	4%	8%	7%	7%	9%	8%	7%	7%	9%	-
		c	c			c										
Quick service / quick and easy	105	92	1	9	1	1	12	23	26	78	18	8	17	68	13	-
	7%	6%	6%	10%	7%	16%	9%	9%	7%	7%	9%	4%	6%	7%	9%	-
											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
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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Did not feel rushed	99	85	-	11	1	-	12	16	25	73	18	16	15	59	11	2
	6%	6%	-	12%	7%	-	9%	7%	7%	6%	9%	8%	5%	6%	8%	11%
				A												
Felt views were listened to	59	53	1	3	1	1	6	11	18	47	14	8	6	37	9	2
	4%	4%	6%	3%	7%	19%	5%	4%	5%	4%	7%	4%	2%	4%	6%	13%
						ac					aD					a
Well looked after / good care / helpful / understanding	56	52	-	3	-	1	4	9	12	46	12	5	5	40	6	-
	4%	4%	-	4%	-	16%	3%	4%	3%	4%	6%	2%	2%	4%	4%	-
										d	cD					
Optician was/seemed trustworthy	54	50	-	3	-	-	3	4	16	39	8	9	8	32	6	1
	3%	4%	-	3%	-	-	2%	2%	4%	3%	4%	4%	3%	3%	4%	6%
									a							
Felt involved in decisions about your care	41	35	-	4	1	-	5	5	18	32	8	9	3	28	4	1
	3%	2%	-	5%	7%	-	4%	2%	5%	3%	4%	5%	1%	3%	3%	6%
									a		d	D				
Did not feel pressured into spending	37	33	-	4	-	-	4	5	10	30	5	6	3	27	2	1
	2%	2%	-	5%	-	-	3%	2%	3%	3%	2%	3%	1%	3%	1%	6%
Good range/choice of treatment options/products	27	25	-	1	1	-	2	3	5	22	5	3	3	20	2	-
	2%	2%	-	1%	7%	-	2%	1%	1%	2%	3%	2%	1%	2%	1%	-
Seen on time / not kept waiting	27	24	-	1	-	-	1	4	6	11	1	6	10	11	-	-
	2%	2%	-	1%	-	-	1%	2%	2%	1%	1%	3%	4%	1%	-	-
												Ab	AB			
Always see the same person / been going for years / they know me	25	25	-	-	-	-	-	2	5	22	2	2	1	20	2	-
	2%	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
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	1595	1435	17	89	15	6	127	245	367	1149	197	198	265	1011	140	17
Weighted Total	1593	1432	17	89	15	6	127	247	365	1141	197	197	270	1004	140	17
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Routine / straightforward / confirmed what I know	18	16	-	2	-	-	2	2	4	5	1	3	9	4	1	-
	1%	1%	-	2%	-	-	2%	1%	1%	*	1%	1%	3%	*	1%	-
													AB			
Local / convenient to get to	17	16	-	1	-	-	1	2	1	14	3	-	3	13	1	-
	1%	1%	-	1%	-	-	1%	1%	*	1%	1%	-	1%	1%	1%	-
											c					
Pleasant environment / comfortable / clean	15	12	-	2	-	-	2	3	3	10	1	1	5	9	1	-
	1%	1%	-	2%	-	-	2%	1%	1%	1%	1%	*	2%	1%	1%	-
Modern equipment / latest technology	10	8	-	2	-	-	2	2	1	8	4	1	1	4	3	-
	1%	1%	-	2%	-	-	2%	1%	*	1%	2%	*	*	*	2%	-
				A							a				A	
Quality / good quality	7	6	-	1	-	-	1	1	1	4	1	1	2	4	1	-
	*	*	-	1%	-	-	1%	*	*	*	*	*	1%	*	1%	-
Good aftercare	6	5	-	1	-	-	1	2	3	5	1	1	1	5	-	-
	*	*	-	1%	-	-	1%	1%	1%	*	*	*	*	*	-	-
Children were reassured / put at ease	5	5	-	-	-	-	-	2	3	3	-	-	2	3	-	-
	*	*	-	-	-	-	-	1%	1%	*	-	-	1%	*	-	-
Everything in one place / one stop shop	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Other	51	40	1	8	1	-	10	9	10	39	7	4	6	35	5	2
	3%	3%	6%	9%	7%	-	8%	4%	3%	3%	4%	2%	2%	4%	4%	13%
				A			A									Ab
Don't know / not stated	57	52	-	-	2	-	2	8	18	36	8	7	13	33	4	-
	4%	4%	-	-	13%	-	2%	3%	5%	3%	4%	3%	5%	3%	3%	-
		c			ACF											

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	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	57	19	38	13	10	15	16	3	1	11	9	5	4	5	5	7	3	50	3	2	2	57
Weighted Total	56	19	37	13	10	14	15	3	1	11	9	5	4	5	5	7	3	49	3	2	2	56
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor quality product / didn't work / didn't correct problem	8	2	6	-	-	3	5	-	-	2	1	-	1	1	-	1	-	6	2	1	-	8
	14%	9%	17%	-	-	25% a	30% Ab	-	-	17%	11%	-	24%	20%	-	13%	-	11%	58% Ae	50%	-	14%
Felt rushed	6	2	4	3	-	1	1	1	-	3	1	1	-	-	-	1	-	6	-	-	-	6
	11%	10%	11%	22%	-	7%	6%	33% b	-	28%	11%	19%	-	-	-	14%	-	12%	-	-	-	11%
Rude / unfriendly	5	1	4	2	3	-	-	-	-	-	2	-	-	-	-	3	-	5	-	-	-	5
	9%	5%	11%	15%	30% CD	-	-	-	-	-	23%	-	-	-	-	44% B	-	10%	-	-	-	9%
Issue not resolved	5	2	3	3	-	1	1	-	-	1	-	-	1	1	-	1	-	4	-	-	1	5
	9%	10%	8%	22%	-	7%	6%	-	-	9%	-	-	26%	20%	-	14%	-	8%	-	-	41%	9%
Felt pressured into spending	5	2	3	-	-	2	3	-	1	1	2	-	-	-	1	-	-	5	-	-	-	5
	8%	10%	8%	-	-	14%	19%	-	100%	8%	22%	-	-	-	19%	-	-	10%	-	-	-	8%
Expensive / high pricing	4	1	3	-	1	2	-	1	-	1	1	1	1	-	-	-	-	4	-	-	-	4
	7%	6%	8%	-	10%	14%	-	33% AD	-	10%	11%	21%	25%	-	-	-	-	8%	-	-	-	7%
Did not feel views were listened to	4	2	2	-	1	1	2	-	-	1	1	1	-	1	-	-	-	4	-	-	-	4
	7%	11%	5%	-	10%	7%	12%	-	-	9%	11%	19%	-	20%	-	-	-	8%	-	-	-	7%
Bad / no advice on treatment options	3	-	3	1	-	1	1	-	-	-	-	-	-	-	-	-	1	1	1	-	1	3
	6%	-	9%	10%	-	7%	7%	-	-	-	-	-	-	-	-	-	33% b	2%	42% AE	-	59% AE	6%
Bad communication	3	2	1	1	1	-	1	-	-	-	-	1	-	-	1	-	1	3	-	-	-	3
	5%	10%	3%	7%	10%	-	6%	-	-	-	-	20%	-	-	20%	-	32% b	6%	-	-	-	5%
Difficult to get an appointment	2	1	1	-	1	-	-	1	-	-	-	-	-	-	1	-	1	2	-	-	-	2
	4%	6%	3%	-	10%	-	-	33% ACD	-	-	-	-	-	-	23%	-	35% bc	4%	-	-	-	4%
Service poor/bad overall	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	-	1	-	1	-	2
	3%	4%	3%	-	-	13%	-	-	-	9%	-	-	-	-	-	-	-	2%	-	50% AE	-	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

### 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	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
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	57	19	38	13	10	15	16	3	1	11	9	5	4	5	5	7	3	50	3	2	2	57
Weighted Total	56	19	37	13	10	14	15	3	1	11	9	5	4	5	5	7	3	49	3	2	2	56
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Limited range	1	1	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	1
	2%	5%	-	-	-	7%	-	-	-	-	-	-	-	-	19%	-	-	2%	-	-	-	2%
Did not feel involved in decisions about your care	1	-	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1
	2%	-	3%	-	-	-	6%	-	-	-	-	-	-	20%	-	-	-	2%	-	-	-	2%
Other	1	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1
	2%	-	3%	-	-	-	6%	-	-	-	-	-	24%	-	-	-	-	2%	-	-	-	2%
Don't know	6	2	4	3	3	-	-	-	-	1	1	1	-	1	1	1	-	6	-	-	-	6
	11%	11%	11%	22%	30%	-	-	-	-	9%	11%	20%	-	21%	20%	14%	-	12%	-	-	-	11%
				cd	CD																	

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

	Total	Employment status						
		Full time paid job	Part time paid job	Self emp.	Student	Unemp (<6m)	Unemp (>6m)	Home maker
Significance Level: 90%		a	b	c	d	e	f	g
Significance Level: 95%		A	B	C	D	E	F	H
Unweighted Total	57	24	5	5	-	1	1	4
Weighted Total	56	23	5	5	-	1	1	4
	100%	100%	100%	100%	-	100%	100%	100%
Poor quality product / didn't work / didn't correct problem	8	3	-	-	-	-	-	4
	14%	15%	-	-	-	-	-	29%
Felt rushed	6	3	-	1	-	-	-	1
	11%	13%	-	19%	-	-	-	9%
Rude / unfriendly	5	3	1	-	-	-	-	1
	9%	13%	20%	-	-	-	-	26%
								h
Issue not resolved	5	3	-	-	-	-	-	1
	9%	13%	-	-	-	-	-	25%
Felt pressured into spending	5	3	-	-	-	-	-	1
	8%	12%	-	-	-	-	-	24%
Expensive / high pricing	4	1	-	-	-	-	-	1
	7%	4%	-	-	-	-	-	24%
Did not feel views were listened to	4	2	-	-	-	-	-	2
	7%	9%	-	-	-	-	-	15%
Bad / no advice on treatment options	3	1	1	-	-	-	-	-
	6%	4%	22%	-	-	-	-	-
Bad communication	3	2	-	-	-	1	-	-
	5%	9%	-	-	-	100%	-	-
Difficult to get an appointment	2	-	-	1	-	-	-	-
	4%	-	-	21%	-	-	-	-
				A				
Service poor/bad overall	2	-	1	1	-	-	-	-
	3%	-	17%	19%	-	-	-	-
			a	A				
Limited range	1	1	-	-	-	-	-	-
	2%	4%	-	-	-	-	-	-

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.	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
57	24	5	5	-	1	1	4	13
56	23	5	5	-	1	1	4	13
100%	100%	100%	100%	-	100%	100%	100%	100%
1	-	-	-	-	-	-	-	1
2%	-	-	-	-	-	-	-	7%
1	-	-	-	-	-	-	-	1
2%	-	-	-	-	-	-	-	7%
6	1	2	2	-	-	1	-	-
11%	4%	41%	41%	-	-	100%	-	-
		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

	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	57	3	12	10	11	7	7	11	26	10	5	-	7	8	3	2	9	44	13
Weighted Total	56	3	12	10	11	7	7	11	25	10	5	-	7	8	3	2	9	43	13
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Poor quality product / didn't work / didn't correct problem	8	-	-	2	4	1	1	2	3	-	2	-	1	1	2	1	3	6	2
	14%	-	-	18%	34% B	12%	14%	16%	14%	-	40% c	-	12%	12%	66%	45%	31%	14%	14%
Felt rushed	6	-	2	-	2	-	-	-	2	3	-	-	1	1	-	-	1	6	-
	11%	-	17%	-	20%	-	-	-	9%	30% a	-	-	17%	12%	-	-	11%	14%	-
Rude / unfriendly	5	-	-	3	-	1	1	2	3	-	-	-	1	-	-	-	-	4	1
	9%	-	-	31% Bd	-	15%	15%	19%	12%	-	-	-	15%	-	-	-	-	9%	8%
Issue not resolved	5	-	3	-	1	-	-	-	3	1	-	-	-	-	-	-	1	4	1
	9%	-	25%	-	9%	-	-	-	11%	10%	-	-	-	-	-	-	12%	9%	8%
Felt pressured into spending	5	-	3	-	-	-	2	-	2	2	1	-	2	1	1	-	2	3	2
	8%	-	24% d	-	-	-	28% cd	-	8%	19%	20%	-	28%	12%	34%	-	22%	7%	15%
Expensive / high pricing	4	1	-	-	1	-	1	1	1	2	-	-	1	1	-	1	1	3	1
	7%	37% Bc	-	-	9%	-	14%	9%	4%	22%	-	-	15%	12%	-	55%	12%	7%	9%
Did not feel views were listened to	4	-	1	1	-	2	-	2	1	-	1	-	-	-	-	-	1	3	1
	7%	-	9%	10%	-	29% d	-	18%	4%	-	20%	-	-	-	-	-	12%	7%	8%
Bad / no advice on treatment options	3	-	1	1	-	-	-	-	2	-	-	-	-	-	-	-	-	3	-
	6%	-	8%	11%	-	-	-	-	8%	-	-	-	-	-	-	-	-	8%	-
Bad communication	3	1	-	1	-	-	1	-	2	-	1	-	-	1	-	-	-	2	1
	5%	32% bd	-	11%	-	-	14%	-	8%	-	20%	-	-	12%	-	-	-	5%	8%
Difficult to get an appointment	2	-	1	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1	1
	4%	-	9%	-	-	-	-	-	4%	-	-	-	-	13%	-	-	-	2%	9%
Service poor/bad overall	2	-	-	1	1	-	-	-	2	-	-	-	1	-	-	-	-	1	1
	3%	-	-	9%	9%	-	-	-	7%	-	-	-	14%	-	-	-	-	2%	6%

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
		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	57	3	12	10	11	7	7	11	26	10	5	-	7	8	3	2	9	44	13
Weighted Total	56	3	12	10	11	7	7	11	25	10	5	-	7	8	3	2	9	43	13
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Limited range	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-
	2%	-	-	-	-	14%	-	-	4%	-	-	-	-	-	-	-	-	2%	-
Did not feel involved in decisions about your care	1	-	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-
	2%	-	-	-	-	14%	-	-	-	10%	-	-	-	-	-	-	-	2%	-
Other	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1	-
	2%	30% bcd	-	-	-	-	-	-	-	10%	-	-	-	12%	-	-	-	2%	-
Don't know	6	-	1	1	2	1	1	4	2	-	-	-	-	1	-	-	-	4	2
	11%	-	9%	10%	19%	15%	15%	38% BC	8%	-	-	-	-	13%	-	-	-	9%	16%

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

	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
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	57	57	-	-	-	-	57	34	21	41	7	25	17	32	21	6	51
Weighted Total	56	56	-	-	-	-	56	33	21	40	7	25	16	31	21	6	50
	100%	100%	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor quality product / didn't work / didn't correct problem	8	8	-	-	-	-	8	6	2	7	-	4	3	4	3	-	8
	14%	14%	-	-	-	-	14%	19%	8%	16%	-	15%	16%	14%	13%	-	16%
Felt rushed	6	6	-	-	-	-	6	1	5	5	-	5	-	4	1	-	6
	11%	11%	-	-	-	-	11%	3%	24%	13%	-	20%	-	13%	5%	-	12%
									A			b					
Rude / unfriendly	5	5	-	-	-	-	5	1	4	4	1	4	-	5	-	2	3
	9%	9%	-	-	-	-	9%	3%	19%	10%	15%	16%	-	16%	-	33%	6%
									a			b		b		B	
Issue not resolved	5	5	-	-	-	-	5	5	-	3	-	2	1	4	1	-	5
	9%	9%	-	-	-	-	9%	15%	-	7%	-	8%	6%	12%	5%	-	10%
								b									
Felt pressured into spending	5	5	-	-	-	-	5	5	-	3	1	2	2	2	2	-	5
	8%	8%	-	-	-	-	8%	15%	-	7%	13%	8%	12%	6%	9%	-	9%
								b									
Expensive / high pricing	4	4	-	-	-	-	4	2	2	4	-	-	4	2	2	-	4
	7%	7%	-	-	-	-	7%	6%	10%	10%	-	-	25%	6%	10%	-	8%
												A					
Did not feel views were listened to	4	4	-	-	-	-	4	2	2	3	-	2	1	2	2	-	4
	7%	7%	-	-	-	-	7%	6%	9%	7%	-	8%	6%	6%	9%	-	8%
Bad / no advice on treatment options	3	3	-	-	-	-	3	1	2	2	-	1	1	-	3	-	3
	6%	6%	-	-	-	-	6%	3%	11%	5%	-	4%	6%	-	16%	-	7%
														A			
Bad communication	3	3	-	-	-	-	3	2	-	3	-	1	1	1	1	-	3
	5%	5%	-	-	-	-	5%	6%	-	7%	-	4%	6%	3%	5%	-	6%

Columns Tested: A,B,C,D - 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

	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
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	57	57	-	-	-	-	57	34	21	41	7	25	17	32	21	6	51
Weighted Total	56	56	-	-	-	-	56	33	21	40	7	25	16	31	21	6	50
	100%	100%	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Difficult to get an appointment	2	2	-	-	-	-	2	2	-	1	1	1	-	2	-	-	2
	4%	4%	-	-	-	-	4%	7%	-	3%	15%	4%	-	7%	-	-	4%
Service poor/bad overall	2	2	-	-	-	-	2	1	1	2	1	-	2	1	1	-	2
	3%	3%	-	-	-	-	3%	3%	4%	4%	14%	-	11% a	3%	4%	-	4%
Limited range	1	1	-	-	-	-	1	1	-	-	-	-	-	-	1	-	1
	2%	2%	-	-	-	-	2%	3%	-	-	-	-	-	-	5%	-	2%
Did not feel involved in decisions about your care	1	1	-	-	-	-	1	1	-	1	-	-	1	-	1	-	1
	2%	2%	-	-	-	-	2%	3%	-	2%	-	-	6%	-	4%	-	2%
Other	1	1	-	-	-	-	1	1	-	1	-	1	-	1	-	-	1
	2%	2%	-	-	-	-	2%	3%	-	2%	-	4%	-	3%	-	-	2%
Don't know	6	6	-	-	-	-	6	2	3	2	3	2	1	3	3	4	2
	11%	11%	-	-	-	-	11%	6%	14%	5%	43% A	8%	6%	10%	15%	67% B	4%

Columns Tested: A,B,C,D - 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

	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	57	49	1	3	1	1	6	8	11	41	7	7	9	37	5	1
Weighted Total	56	47	1	3	1	1	6	8	11	40	7	7	9	36	5	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Poor quality product / didn't work / didn't correct problem	8 14%	8 17%	-	-	-	-	-	-	-	7 16%	-	1 11%	1 8%	7 18%	-	-
Felt rushed	6 11%	5 11%	-	-	-	-	-	-	2 18%	5 13%	-	-	1 11%	5 14%	-	-
Rude / unfriendly	5 9%	4 9%	-	-	-	1 100%	1 16%	1 13%	1 9%	4 10%	1 15%	-	1 11%	3 8%	1 21%	-
Issue not resolved	5 9%	4 8%	1 100%	-	-	-	1 16%	2 25%	1 9%	3 7%	-	1 15%	1 11%	3 8%	-	-
Felt pressured into spending	5 8%	5 10%	-	-	-	-	-	1 12%	-	3 7%	1 13%	-	1 10%	3 8%	1 19%	-
Expensive / high pricing	4 7%	4 9%	-	-	-	-	-	-	2 18%	4 10%	-	-	-	4 11%	-	-
Did not feel views were listened to	4 7%	4 8%	-	-	-	-	-	1 13%	1 9%	3 7%	-	1 14%	-	3 8%	-	-
Bad / no advice on treatment options	3 6%	2 4%	-	-	-	-	-	-	-	2 5%	-	-	1 15%	2 6%	-	-
Bad communication	3 5%	3 6%	-	-	-	-	-	-	-	3 7%	-	1 14%	-	2 6%	-	1 100%
Difficult to get an appointment	2 4%	1 2%	-	-	1 100%	-	1 19% a	-	-	1 3%	1 15%	-	1 12%	1 3%	-	-
Service poor/bad overall	2 3%	2 4%	-	-	-	-	-	-	-	2 4%	1 14%	-	-	1 2%	1 19% 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

		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
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	57	49	1	3	1	1	6	8	11	41	7	7	9	37	5	1
Weighted Total	56	47	1	3	1	1	6	8	11	40	7	7	9	36	5	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Limited range	1	1	-	-	-	-	-	-	1	-	-	1	-	-	-	-
	2%	2%	-	-	-	-	-	-	9%	-	-	14%	-	-	-	-
												A				
Did not feel involved in decisions about your care	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	2%	2%	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-
Other	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	2%	2%	-	-	-	-	-	-	-	2%	-	-	-	3%	-	-
Don't know	6	3	-	3	-	-	3	3	3	2	3	2	2	1	2	-
	11%	6%	-	100%	-	-	49%	38%	28%	5%	43%	31%	22%	3%	41%	-
				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

## 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	Gender		Age					Region								Country					
		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%	57	19	38	13	10	15	16	3	1	11	9	5	4	5	5	7	3	50	3	2	2	57
Unweighted Total	56	19	37	13	10	14	15	3	1	11	9	5	4	5	5	7	3	49	3	2	2	56
Weighted Total	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Issue not resolved	4	3	1	1	1	-	2	-	-	1	-	1	-	-	-	1	1	4	-	-	-	4
	7%	16%	3%	7%	10%	-	12%	-	-	8%	-	21%	-	-	-	14%	32%	8%	-	-	-	7%
Bad / no advice on treatment options	3	-	3	-	-	-	2	1	-	1	1	1	-	-	-	-	-	3	-	-	-	3
	5%	-	8%	-	-	-	12%	33% AbC	-	10%	11%	19%	-	-	-	-	-	6%	-	-	-	5%
Rude / unfriendly	3	-	3	2	-	1	-	-	-	-	1	-	1	-	-	1	-	3	-	-	-	3
	5%	-	8%	15%	-	7%	-	-	-	-	11%	-	25%	-	-	14%	-	6%	-	-	-	5%
Poor quality product / didn't work / didn't correct problem	3	2	1	-	1	2	-	-	-	-	-	-	-	-	2	-	-	2	1	-	-	3
	5%	9%	3%	-	10%	12%	-	-	-	-	-	-	-	-	39% Bc	-	-	4%	29% ae	-	-	5%
Bad communication	2	-	2	2	-	-	-	-	-	-	2	-	-	-	-	-	-	2	-	-	-	2
	4%	-	5%	15%	-	-	-	-	-	-	23%	-	-	-	-	-	-	4%	-	-	-	4%
Did not feel involved in decisions about your care	2	1	1	-	1	1	-	-	-	1	-	-	-	-	-	1	-	2	-	-	-	2
	4%	5%	3%	-	10%	7%	-	-	-	9%	-	-	-	-	-	15%	-	4%	-	-	-	4%
Optician was not/did not seem qualified	2	-	2	-	-	1	1	-	-	-	-	1	-	1	-	-	-	2	-	-	-	2
	3%	-	5%	-	-	7%	6%	-	-	-	-	19%	-	20%	-	-	-	4%	-	-	-	3%
Product not ready on time / delays / took too long	1	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	2%	5%	-	-	10%	-	-	-	-	9%	-	-	-	-	-	-	-	2%	-	-	-	2%
Felt pressured into spending	1	1	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1
	2%	5%	-	-	-	7%	-	-	-	-	11%	-	-	-	-	-	-	2%	-	-	-	2%
Expensive / high pricing	1	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1
	1%	-	2%	-	-	-	5%	-	-	-	-	-	-	-	-	-	-	-	-	50% AE	-	1%
Service poor/bad overall	1	-	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
	1%	-	2%	-	-	6%	-	-	-	-	-	-	-	-	-	-	-	-	30% AE	-	-	1%
None / no more	34	11	23	8	6	8	10	2	1	7	4	2	3	4	3	4	2	30	1	1	2	34
	61%	59%	61%	63%	60%	54%	63%	67%	100%	63%	44%	41%	75%	80%	61%	57%	68%	60%	42%	50%	100%	61%

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.	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
57	24	5	5	-	1	1	4	13
56	23	5	5	-	1	1	4	13
100%	100%	100%	100%	-	100%	100%	100%	100%
4	2	-	-	-	1	-	-	1
7%	8%	-	-	-	100%	-	-	8%
3	-	-	-	-	-	-	-	3
5%	-	-	-	-	-	-	-	24%
								A
3	1	-	-	-	-	-	1	-
5%	4%	-	-	-	-	-	24%	-
							h	
3	3	-	-	-	-	-	-	-
5%	12%	-	-	-	-	-	-	-
2	1	1	-	-	-	-	-	-
4%	4%	20%	-	-	-	-	-	-
2	1	-	1	-	-	-	-	-
4%	4%	-	19%	-	-	-	-	-
2	1	-	-	-	-	-	-	1
3%	4%	-	-	-	-	-	-	7%
1	1	-	-	-	-	-	-	-
2%	4%	-	-	-	-	-	-	-
1	1	-	-	-	-	-	-	-
2%	4%	-	-	-	-	-	-	-
1	-	-	-	-	-	-	-	1
1%	-	-	-	-	-	-	-	7%
1	1	-	-	-	-	-	-	-
1%	3%	-	-	-	-	-	-	-
34	12	4	4	-	-	1	3	7
61%	51%	80%	81%	-	-	100%	76%	54%

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
		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	57	3	12	10	11	7	7	11	26	10	5	-	7	8	3	2	9	44	13
Weighted Total	56	3	12	10	11	7	7	11	25	10	5	-	7	8	3	2	9	43	13
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Issue not resolved	4	-	1	-	-	-	1	-	1	1	1	-	1	1	-	-	2	2	2
	7%	-	8%	-	-	-	14%	-	4%	10%	20%	-	15%	12%	-	-	23%	5%	15%
Bad / no advice on treatment options	3	-	-	1	2	-	-	1	1	-	-	-	1	-	-	-	-	3	-
	5%	-	-	10%	20%	-	-	9%	5%	-	-	-	17%	-	-	-	-	7%	-
Rude / unfriendly	3	-	-	-	-	-	1	-	-	2	-	-	-	1	-	-	-	3	-
	5%	-	-	-	-	-	14%	-	-	20% B	-	-	-	12%	-	-	-	7%	-
Poor quality product / didn't work / didn't correct problem	3	-	-	1	1	1	-	1	2	-	-	-	-	-	-	-	-	2	1
	5%	-	-	11%	7%	14%	-	7%	8%	-	-	-	-	-	-	-	-	4%	8%
Bad communication	2	-	-	1	-	1	-	-	2	-	-	-	-	-	-	-	-	1	1
	4%	-	-	10%	-	15%	-	-	8%	-	-	-	-	-	-	-	-	2%	8%
Did not feel involved in decisions about your care	2	-	-	1	1	-	-	1	1	-	-	-	1	-	-	-	-	2	-
	4%	-	-	11%	9%	-	-	10%	4%	-	-	-	14%	-	-	-	-	5%	-
Optician was not/did not seem qualified	2	-	-	-	1	1	-	-	-	2	-	-	-	1	-	-	1	2	-
	3%	-	-	-	9%	14%	-	-	-	19% B	-	-	-	12%	-	-	11%	4%	-
Product not ready on time / delays / took too long	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-	1
	2%	-	9%	-	-	-	-	10%	-	-	-	-	-	-	-	-	12%	-	8% a
Felt pressured into spending	1	-	-	-	-	1	-	-	-	-	1	-	-	-	-	-	-	1	-
	2%	-	-	-	-	14%	-	-	-	-	20% B	-	-	-	-	-	-	2%	-
Expensive / high pricing	1	-	-	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-	1
	1%	-	-	-	-	12%	-	-	3%	-	-	-	12%	-	-	-	10%	-	6% a
Service poor/bad overall	1	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	1	-
	1%	-	-	8%	-	-	-	-	3%	-	-	-	-	-	-	-	-	2%	-

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
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	57	3	12	10	11	7	11	26	10	5	-	7	8	3	2	9	44	13
Weighted Total	56	3	12	10	11	7	11	25	10	5	-	7	8	3	2	9	43	13
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
None / no more	34	3	10	5	6	2	7	17	5	3	-	3	5	3	2	4	27	7
	61%	100%	83%	51%	55%	29%	65%	66%	51%	60%	-	42%	63%	100%	100%	44%	62%	55%
	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

### 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	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
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	57	57	-	-	-	-	57	34	21	41	7	25	17	32	21	6	51
Weighted Total	56	56	-	-	-	-	56	33	21	40	7	25	16	31	21	6	50
	100%	100%	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Issue not resolved	4	4	-	-	-	-	4	2	1	3	-	-	2	3	1	-	4
	7%	7%	-	-	-	-	7%	6%	5%	7%	-	-	12%	9%	5%	-	8%
Bad / no advice on treatment options	3	3	-	-	-	-	3	2	1	3	-	2	1	2	1	-	3
	5%	5%	-	-	-	-	5%	6%	5%	8%	-	8%	6%	7%	4%	-	6%
Rude / unfriendly	3	3	-	-	-	-	3	2	1	2	-	1	1	3	-	-	3
	5%	5%	-	-	-	-	5%	6%	5%	5%	-	4%	6%	10%	-	-	6%
Poor quality product / didn't work / didn't correct problem	3	3	-	-	-	-	3	3	-	1	-	-	1	1	2	-	3
	5%	5%	-	-	-	-	5%	8%	-	3%	-	-	6%	2%	9%	-	5%
Bad communication	2	2	-	-	-	-	2	-	2	2	-	2	-	2	-	1	1
	4%	4%	-	-	-	-	4%	-	9%	5%	-	8%	-	6%	-	17%	2%
Did not feel involved in decisions about your care	2	2	-	-	-	-	2	1	1	2	1	1	1	2	-	1	1
	4%	4%	-	-	-	-	4%	3%	4%	5%	14%	4%	6%	6%	-	17%	2%
Optician was not/did not seem qualified	2	2	-	-	-	-	2	1	1	2	-	1	1	-	2	-	2
	3%	3%	-	-	-	-	3%	3%	4%	5%	-	4%	6%	-	9%	-	4%
Product not ready on time / delays / took too long	1	1	-	-	-	-	1	-	1	1	-	1	-	-	1	-	1
	2%	2%	-	-	-	-	2%	-	5%	3%	-	4%	-	-	5%	-	2%
Felt pressured into spending	1	1	-	-	-	-	1	1	-	-	-	-	-	1	-	-	1
	2%	2%	-	-	-	-	2%	3%	-	-	-	-	-	3%	-	-	2%
Expensive / high pricing	1	1	-	-	-	-	1	-	1	1	-	-	1	-	1	-	1
	1%	1%	-	-	-	-	1%	-	4%	2%	-	-	5%	-	4%	-	2%

Columns Tested: A,B,C,D - 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 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	57	57	-	-	-	-	57	34	21	41	7	25	17	32	21	6	51
Weighted Total	56	56	-	-	-	-	56	33	21	40	7	25	16	31	21	6	50
	100%	100%	-	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Service poor/bad overall	1	1	-	-	-	-	1	1	-	-	-	-	-	1	-	-	1
	1%	1%	-	-	-	-	1%	2%	-	-	-	-	-	2%	-	-	2%
None / no more	34	34	-	-	-	-	34	20	13	23	6	17	9	17	13	4	30
	61%	61%	-	-	-	-	61%	63%	58%	58%	86%	67%	54%	54%	63%	67%	60%

Columns Tested: A,B,C,D - 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

		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
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	57	49	1	3	1	1	6	8	11	41	7	7	9	37	5	1
Weighted Total	56	47	1	3	1	1	6	8	11	40	7	7	9	36	5	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Issue not resolved	4	4	-	-	-	-	-	-	1	3	-	2	-	2	-	1
	7%	8%	-	-	-	-	-	-	9%	7%	-	29%	-	5%	-	100%
												a				
Bad / no advice on treatment options	3	3	-	-	-	-	-	-	-	3	-	-	-	3	-	-
	5%	6%	-	-	-	-	-	-	-	8%	-	-	-	8%	-	-
Rude / unfriendly	3	2	-	-	-	-	-	-	1	2	-	-	1	2	-	-
	5%	4%	-	-	-	-	-	-	9%	5%	-	-	11%	5%	-	-
Poor quality product / didn't work / didn't correct problem	3	3	-	-	-	-	-	-	1	1	-	2	-	1	-	-
	5%	6%	-	-	-	-	-	-	9%	3%	-	26%	-	3%	-	-
												A				
Bad communication	2	2	-	-	-	-	-	1	1	2	-	-	-	2	-	-
	4%	4%	-	-	-	-	-	13%	9%	5%	-	-	-	6%	-	-
Did not feel involved in decisions about your care	2	2	-	-	-	-	-	-	-	2	1	-	-	1	1	-
	4%	4%	-	-	-	-	-	-	-	5%	14%	-	-	3%	19%	-
Optician was not/did not seem qualified	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	3%	4%	-	-	-	-	-	-	9%	5%	-	-	-	5%	-	-
Product not ready on time / delays / took too long	1	1	-	-	-	-	-	1	1	1	-	-	-	1	-	-
	2%	2%	-	-	-	-	-	13%	9%	3%	-	-	-	3%	-	-
Felt pressured into spending	1	1	-	-	-	-	-	-	-	-	-	1	-	-	-	-
	2%	2%	-	-	-	-	-	-	-	-	-	14%	-	-	-	-
												A				
Expensive / high pricing	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	1%	2%	-	-	-	-	-	-	-	2%	-	-	-	2%	-	-

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
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	57	49	1	3	1	1	6	8	11	41	7	7	9	37	5	1
Weighted Total	56	47	1	3	1	1	6	8	11	40	7	7	9	36	5	1
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Service poor/bad overall	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	1%	2%	-	-	-	-	-	-	-	-	-	-	8%	-	-	-
													a			
None / no more	34	26	1	3	1	1	6	6	5	23	6	2	8	21	4	-
	61%	56%	100%	100%	100%	100%	100%	75%	46%	58%	86%	31%	81%	59%	81%	-
							A				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.

## 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	1653 100%	14 1%	5 *	10 1%	9 1%	10 1%	23 1%	26 2%	82 5%	246 15%	280 17%	937 57%	8 1%	2 *	38 2%	59 4%	1545 93%	9.01
You didn't feel rushed	1653 100%	130 8%	20 1%	24 1%	12 1%	15 1%	43 3%	34 2%	82 5%	227 14%	236 14%	823 50%	6 *	2 *	185 11%	91 6%	1368 83%	8.10
You were satisfied with the quality of advice	1653 100%	18 1%	2 *	7 *	8 *	11 1%	29 2%	33 2%	93 6%	264 16%	278 17%	900 54%	7 *	2 *	35 2%	73 4%	1536 93%	8.94
You were satisfied with the quality of treatment	1653 100%	15 1%	4 *	8 *	6 *	13 1%	26 2%	28 2%	92 6%	227 14%	299 18%	920 56%	15 1%	2 *	33 2%	66 4%	1536 93%	9.00
You felt your views were listened to	1653 100%	20 1%	3 *	11 1%	14 1%	9 1%	42 3%	38 2%	111 7%	306 19%	212 13%	859 52%	26 2%	2 *	48 3%	89 5%	1488 90%	8.78
You were involved in decisions about your care	1653 100%	24 1%	2 *	12 1%	16 1%	21 1%	75 5%	45 3%	112 7%	268 16%	250 15%	794 48%	32 2%	2 *	54 3%	141 9%	1423 86%	8.60
You were not pressured to spend money	1653 100%	176 11%	15 1%	29 2%	24 1%	24 1%	83 5%	54 3%	119 7%	178 11%	176 11%	763 46%	9 1%	2 *	245 15%	161 10%	1236 75%	7.58

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656	
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653	
	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)	14	4	10	5	2	1	1	6	-	-	3	-	-	-	-	3	-	6	-	6	3	14
		1%	1%	1%	2%	1%	*	*	3%	-	-	2%	-	-	-	-	1%	-	*	-	5%	3%	1%
				CD			BCD					b				b				ABE	AE		
	(1.0)	5	2	3	1	2	2	-	-	-	1	1	-	-	-	1	2	-	5	-	-	-	5
		*	*	*	*	1%	*	-	-	-	*	1%	-	-	-	1%	1%	-	*	-	-	-	*
	(2.0)	10	3	7	4	3	2	1	-	-	5	1	1	-	-	-	1	1	9	-	-	1	10
		1%	*	1%	1%	1%	*	*	-	-	2%	1%	1%	-	-	-	*	1%	1%	-	-	1%	1%
					d						egh												
	(3.0)	9	5	4	2	1	1	4	1	-	5	-	1	-	1	-	1	-	8	-	1	-	9
		1%	1%	*	1%	*	*	1%	1%	-	2%	-	1%	-	1%	-	*	-	1%	-	1%	-	1%
											Ceghi												
	(4.0)	10	6	4	2	1	2	4	1	-	1	1	1	2	1	-	1	-	7	-	3	-	10
		1%	1%	*	1%	*	*	1%	1%	-	*	*	1%	2%	1%	-	*	-	1%	-	2%	-	1%
																					AE		
	(5.0)	23	12	11	5	3	8	6	1	-	-	2	-	1	3	4	11	1	22	2	-	-	23
1%		2%	1%	2%	1%	2%	1%	1%	-	-	1%	-	1%	3%	3%	5%	1%	2%	2%	-	-	1%	
														aBD	aBD	ABCDel							
(6.0)	26	11	15	6	6	6	6	2	1	1	5	5	2	1	2	4	1	22	-	2	2	26	
	2%	2%	2%	2%	2%	1%	1%	1%	1%	1%	3%	4%	2%	1%	2%	2%	1%	2%	-	2%	3%	2%	
											b	Bi											
(7.0)	82	45	37	24	16	21	16	5	4	14	12	8	6	5	7	9	6	70	3	1	7	82	
	5%	6%	4%	9%	5%	5%	4%	2%	4%	6%	6%	6%	5%	5%	5%	4%	4%	5%	4%	1%	9%	5%	
				BCDE														C	4%	1%	C	C	
(8.0)	246	123	123	45	67	60	51	23	10	29	36	21	20	17	21	40	22	215	10	13	8	246	
	15%	17%	13%	16%	19%	14%	13%	12%	10%	13%	18%	16%	16%	19%	16%	17%	16%	16%	12%	11%	10%	15%	
				cDe							a			a									
(9.0)	280	128	152	37	67	84	65	27	19	34	36	23	21	17	31	37	23	239	9	23	10	280	
	17%	18%	16%	13%	19%	19%	17%	14%	19%	15%	18%	17%	17%	18%	23%	16%	16%	17%	11%	19%	12%	17%	
					a	A								bh									
To a great extent	(10.0)	937	369	568	144	187	249	235	121	64	133	97	73	72	46	65	127	85	762	58	70	47	937
		57%	51%	61%	52%	52%	57%	60%	64%	66%	59%	50%	55%	58%	51%	50%	54%	60%	56%	71%	58%	60%	57%
						A			AB	AB	CFGH	c						cg		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

	Total	Gender		Age					Region								Country					
		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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	8	7	1	2	2	-	1	3	-	2	-	-	1	-	-	1	1	6	-	2	1	8
	1%	1%	*	1%	1%	-	*	2%	-	1%	-	-	1%	-	-	*	1%	*	-	2%	1%	1%
		B		c				CD												Ae		
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	38	14	24	12	8	6	6	7	-	11	5	2	-	1	1	7	1	28	-	7	3	38
	2%	2%	3%	4%	2%	1%	1%	4%	-	5%	3%	1%	-	1%	1%	3%	1%	2%	-	6%	4%	2%
				CD				cd		AdEGI	e					ae				ABE	b	
Neutral (4-6)	59	29	30	13	10	16	15	5	1	2	8	6	5	5	6	15	2	50	2	5	2	59
	4%	4%	3%	5%	3%	4%	4%	2%	1%	1%	4%	5%	4%	5%	5%	7%	2%	4%	2%	4%	3%	4%
											B	B	b	aB	B	ABl						
To an extent (7-10)	1545	665	880	250	337	415	367	176	97	210	181	125	119	84	124	212	136	1288	79	107	72	1545
	93%	93%	94%	90%	94%	95%	94%	92%	99%	93%	93%	94%	95%	94%	95%	90%	96%	94%	98%	89%	92%	93%
				a	A	A	A	a	BCdeFgH							H		C	Cd			C
Mean Score	9.01	8.91	9.08	8.68	8.97	9.10	9.15	9.06	9.44	8.97	8.84	9.02	9.16	8.94	9.01	8.81	9.27	9.01	9.43	8.80	8.85	9.01
			A	a	A	A	A	a	BCDeFGH				ch			bCfGh		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								
		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		1656	778	120	122	33	12	32	63	461
Weighted Total		1653	768	118	118	35	11	32	62	471
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	14	3	2	-	-	1	-	-	7
		1%	*	2%	-	-	9%	-	-	1%
	(1.0)			a			ACdfGH			A
		5	1	1	-	-	-	-	1	1
		*	*	1%	-	-	-	-	2%	*
									Ah	
(2.0)		10	4	-	1	2	-	1	-	1
		1%	1%	-	1%	6%	-	3%	-	*
						ABcgH		abH		
		(3.0)	9	3	-	1	1	-	-	-
		1%	*	-	1%	3%	-	-	-	1%
						Ab				
(4.0)		10	3	2	-	-	-	-	1	4
		1%	*	2%	-	-	-	-	2%	1%
				a						
		(5.0)	23	11	3	1	-	-	1	2
		1%	1%	2%	1%	-	-	3%	3%	1%
		(6.0)	26	12	3	3	2	-	-	1
		2%	2%	3%	2%	6%	-	-	2%	1%
						AH				
(7.0)		82	46	9	5	3	-	2	2	12
		5%	6%	8%	4%	9%	-	6%	3%	3%
			H	H		h				
		(8.0)	246	132	18	19	2	1	6	6
		15%	17%	15%	16%	7%	8%	19%	10%	12%
	(9.0)	280	141	15	19	4	2	7	11	78
		17%	18%	12%	16%	12%	17%	22%	18%	16%
To a great extent	(10.0)	937	410	66	68	19	8	15	38	294
		57%	53%	56%	57%	55%	66%	46%	61%	62%
										Af

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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
8	1	-	2	1	-	-	-	4
1%	*	-	2%	3%	-	-	-	1%
			A	Ab				A
2	2	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
38	11	3	2	3	1	1	1	13
2%	1%	3%	2%	9%	9%	3%	2%	3%
				ACh	A			
59	25	8	4	2	-	1	4	13
4%	3%	7%	3%	6%	-	3%	6%	3%
		aH						
1545	729	107	110	29	10	30	57	441
93%	95%	91%	93%	82%	91%	94%	92%	94%
	bD		D					D
9.01	9.01	8.77	9.13	8.54	8.79	8.79	9.06	9.13
	d		d					bd

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

		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 degen eration	Cataracts	Astigmatism	Confid ent	Not confid ent	
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42	
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	14	1	3	2	2	3	1	-	6	6	-	-	3	2	-	1	-	13	1
	1%	*	1%	1%	1%	2%	1%	-	1%	2%	-	-	2%	1%	-	1%	-	1%	2%	
(1.0)	5	1	-	1	-	1	1	-	3	1	-	-	-	-	-	-	1	-	5	-
	*	*	-	*	-	1%	1%	-	*	*	-	-	-	-	-	-	1%	-	*	-
(2.0)	10	2	3	1	1	1	-	1	6	2	-	-	2	-	-	-	2	9	1	
	1%	1%	1%	*	*	1%	-	*	1%	1%	-	-	1%	-	-	-	1%	1%	2%	
(3.0)	9	2	3	-	1	3	-	-	5	2	2	-	3	-	-	2	1	6	3	
	1%	1%	1%	-	*	2%	-	-	1%	1%	3%	-	2%	-	-	1%	*	*	7%	
(4.0)	10	-	1	3	4	-	1	1	5	1	-	-	-	3	-	2	-	8	2	
	1%	-	*	1%	1%	-	1%	*	1%	*	-	-	-	1%	-	1%	-	*	5%	
(5.0)	23	4	2	5	1	3	7	5	10	4	1	-	3	5	1	2	2	20	3	
	1%	2%	*	2%	*	2%	5%	2%	1%	1%	1%	-	2%	2%	1%	1%	1%	1%	7%	
(6.0)	26	3	7	4	6	2	2	6	10	5	2	-	1	4	1	1	9	18	6	
	2%	1%	2%	1%	2%	2%	1%	2%	1%	1%	3%	-	1%	1%	1%	1%	4%	1%	14%	
(7.0)	82	11	31	14	13	6	4	13	43	20	3	-	3	8	4	2	13	79	2	
	5%	5%	7%	5%	4%	5%	3%	4%	5%	6%	4%	-	2%	3%	7%	1%	6%	5%	5%	
(8.0)	246	39	65	41	45	14	20	45	119	45	15	-	23	39	10	15	23	234	9	
	15%	18%	15%	15%	15%	11%	14%	15%	15%	13%	20%	-	12%	13%	17%	9%	11%	15%	22%	
(9.0)	280	39	88	51	46	19	19	42	145	63	11	-	27	52	10	34	41	273	6	
	17%	17%	20%	18%	15%	15%	14%	14%	18%	18%	15%	-	15%	18%	17%	20%	20%	17%	14%	

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 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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	937	118	245	153	187	78	78	181	441	197	39	1	116	178	35	110	115	924	9
(10.0)	57%	53%	55%	55%	61%	60%	58%	61%	55%	57%	53%	100%	63%	61%	56%	64%	56%	58%	21%
					ab			b										B	
Don't know	8	2	-	3	1	-	2	1	3	1	1	-	2	1	-	1	-	8	-
	1%	1%	-	1%	*	-	2%	*	*	*	1%	-	1%	*	-	1%	-	1%	-
		B		B			B												
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
															aBe				
<b>Nets</b>																			
To no extent (0-3)	38	6	9	4	4	8	2	1	20	11	2	-	8	2	-	4	3	33	5
	2%	3%	2%	2%	1%	6%	1%	*	2%	3%	3%	-	4%	1%	-	2%	1%	2%	12%
						BCDf			A	A	a		Bce					A	
Neutral (4-6)	59	7	10	12	11	5	10	12	25	10	3	-	4	12	2	5	11	46	11
	4%	3%	2%	4%	3%	4%	7%	4%	3%	3%	4%	-	2%	4%	3%	3%	5%	3%	26%
						aBd												A	
To an extent (7-10)	1545	207	429	258	291	117	121	281	748	324	68	1	169	277	60	161	192	1511	26
	93%	93%	96%	93%	95%	90%	90%	95%	94%	94%	92%	100%	93%	95%	95%	94%	93%	94%	62%
			EF		eF													B	
Mean Score	9.01	8.95	9.04	9.01	9.15	8.82	8.96	9.21	8.99	8.97	8.95	10.00	9.08	9.21	9.16	9.24	9.07	9.06	7.13
					e			Bc										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

		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 conf ident	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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	14	14	-	-	-	12	2	12	2	10	-	10	-	13	1	4	10
		1%	1%	-	-	-	1%	4%	1%	8%	1%	-	1%	-	1%	2%	3%	1%
	(1.0)	5	5	-	-	-	2	3	2	3	3	1	3	-	3	2	-	5
		*	*	-	-	-	*	5%	*	10%	*	1%	*	-	*	2%	-	*
	(2.0)	10	10	-	-	-	6	4	4	6	9	1	7	2	5	5	2	8
		1%	1%	-	-	-	*	7%	*	20%	1%	*	1%	5%	*	6%	1%	1%
	(3.0)	9	9	-	-	-	4	5	3	6	9	2	5	4	4	4	1	8
		1%	1%	-	-	-	*	9%	*	20%	1%	1%	*	11%	*	5%	1%	1%
	(4.0)	10	10	-	-	-	8	2	8	2	6	-	4	2	8	1	2	8
		1%	1%	-	-	-	1%	3%	*	7%	*	-	*	5%	1%	1%	1%	1%
	(5.0)	23	23	-	-	-	14	9	18	4	16	3	11	4	16	6	5	18
		1%	1%	-	-	-	1%	15%	1%	14%	1%	1%	1%	11%	1%	7%	3%	1%
	(6.0)	26	26	-	-	-	21	5	23	3	17	6	18	2	19	3	4	22
		2%	2%	-	-	-	1%	9%	1%	10%	1%	3%	2%	6%	1%	3%	3%	1%
	(7.0)	82	82	-	-	-	74	8	79	2	56	14	54	5	69	3	13	69
		5%	5%	-	-	-	5%	14%	5%	8%	5%	7%	5%	14%	5%	4%	8%	5%
(8.0)	246	246	-	-	-	237	9	242	-	171	35	166	6	208	15	28	218	
	15%	15%	-	-	-	15%	16%	15%	-	14%	17%	14%	16%	14%	17%	18%	15%	

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.

## The optician communicated well with you

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
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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)		280	280	-	-	-	279	1	279	-	214	35	211	1	255	14	29	252
		17%	17%	-	-	-	18%	2%	17%	-	18%	17%	18%	3%	17%	17%	18%	17%
							B		B				B					
To a great extent		937	937	-	-	-	929	8	935	-	669	107	657	9	851	31	65	871
		57%	57%	-	-	-	58%	14%	58%	-	56%	52%	57%	26%	58%	36%	42%	58%
							B		B				B		B		A	
Don't know		8	8	-	-	-	5	1	6	1	4	1	2	1	7	1	1	7
		1%	1%	-	-	-	*	2%	*	3%	*	1%	*	2%	*	1%	1%	*
							a		A				A					
Not Stated		2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
		*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																		
To no extent (0-3)		38	38	-	-	-	24	14	21	17	31	4	25	6	25	12	7	31
		2%	2%	-	-	-	1%	25%	1%	59%	3%	2%	2%	16%	2%	14%	5%	2%
								A		A				A		A	B	
Neutral (4-6)		59	59	-	-	-	43	15	49	9	39	9	33	8	43	10	11	48
		4%	4%	-	-	-	3%	27%	3%	30%	3%	4%	3%	22%	3%	11%	7%	3%
								A		A				A		A	B	
To an extent (7-10)		1545	1545	-	-	-	1520	25	1535	2	1109	190	1086	21	1383	63	135	1410
		93%	93%	-	-	-	95%	46%	95%	8%	94%	93%	95%	60%	95%	73%	88%	94%
							B		B				B		B		A	
Mean Score		9.01	9.01	-	-	-	9.12	5.78	9.12	3.31	9.01	8.94	9.06	6.88	9.10	7.67	8.42	9.07
							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.**

## The optician communicated well with you

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		1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total		1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	14	13	-	-	-	-	-	2	1	10	-	2	2	10	-	-
		1%	1%	-	-	-	-	-	1%	*	1%	-	1%	1%	1%	-	-
	(1.0)	5	3	-	-	-	1	1	-	1	3	1	1	1	2	1	-
		*	*	-	-	-	14%	1%	-	*	*	1%	*	*	*	1%	-
							ACF										
	(2.0)	10	8	-	1	-	-	1	2	4	9	1	-	1	8	1	-
		1%	1%	-	1%	-	-	1%	1%	1%	1%	*	-	*	1%	1%	-
	(3.0)	9	7	-	1	1	-	2	1	1	9	2	-	-	9	-	-
		1%	*	-	1%	6%	-	2%	*	*	1%	1%	-	-	1%	-	-
						A											
	(4.0)	10	10	-	-	-	-	-	-	2	6	-	4	-	6	-	-
		1%	1%	-	-	-	-	-	-	1%	*	-	2%	-	1%	-	-
													ABD				
	(5.0)	23	20	1	1	1	-	3	1	4	16	3	3	5	13	3	1
		1%	1%	5%	1%	6%	-	2%	*	1%	1%	1%	1%	2%	1%	2%	5%
	(6.0)	26	22	1	2	-	-	3	4	8	17	6	4	4	15	5	-
		2%	1%	6%	2%	-	-	2%	2%	2%	1%	3%	2%	1%	1%	3%	-
	(7.0)	82	70	1	8	2	-	11	18	20	56	14	13	13	49	9	-
	5%	5%	6%	9%	12%	-	8%	7%	5%	5%	7%	6%	5%	5%	6%	-	
				a			a										
(8.0)	246	215	2	20	4	1	27	38	49	171	35	32	46	143	29	3	
	15%	14%	11%	22%	26%	14%	20%	15%	13%	14%	17%	16%	16%	14%	20%	17%	
				a			a								a		
(9.0)	280	253	2	17	1	3	23	55	59	214	35	37	36	188	23	4	
	17%	17%	11%	18%	5%	44%	17%	22%	16%	18%	17%	18%	13%	18%	16%	22%	
							abDf		b		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.

## 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	937	854	11	42	7	2	62	134	225	669	107	107	170	593	74	10
	57%	58%	62%	46%	44%	28%	47%	52%	60%	56%	52%	52%	61%	57%	51%	56%
		CF							a				bc			
Don't know	8	7	-	-	-	-	-	-	1	4	1	2	2	4	-	-
	1%	*	-	-	-	-	-	-	*	*	1%	1%	1%	*	-	-
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	38	31	-	2	1	1	4	5	7	31	4	3	4	29	2	-
	2%	2%	-	2%	6%	14%	3%	2%	2%	3%	2%	1%	2%	3%	1%	-
						Ac										
Neutral (4-6)	59	52	2	3	1	-	6	5	14	39	9	11	9	34	8	1
	4%	4%	11%	3%	6%	-	4%	2%	4%	3%	4%	5%	3%	3%	5%	5%
			a													
To an extent (7-10)	1545	1391	16	87	14	6	123	245	353	1109	190	189	264	974	135	17
	93%	94%	89%	95%	88%	86%	93%	96%	94%	94%	93%	92%	95%	93%	93%	95%
Mean Score	9.01	9.04	9.02	8.82	8.30	8.01	8.74	9.02	9.09	9.01	8.94	8.91	9.11	9.01	8.90	9.19
		dF														

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

		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		1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total		1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
		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)	130	44	86	20	33	35	20	21	9	13	15	9	9	8	11	21	12	107	5	10	7	130
		8%	6%	9%	7%	9%	8%	5%	11%	9%	6%	8%	7%	7%	9%	8%	9%	9%	8%	6%	9%	9%	8%
				A		D			D														
	(1.0)	20	6	14	6	5	2	3	4	1	4	2	1	-	-	1	4	3	16	-	2	2	20
		1%	1%	2%	2%	1%	*	1%	2%	1%	2%	1%	1%	-	-	1%	2%	2%	1%	-	2%	3%	1%
					C				C														
	(2.0)	24	11	13	4	9	4	5	2	-	6	5	3	2	2	1	-	2	21	-	3	-	24
		1%	2%	1%	1%	3%	1%	1%	1%	-	3%	3%	2%	2%	2%	1%	-	1%	2%	-	2%	-	1%
						C					H	H	H	H	H		h						
	(3.0)	12	6	6	5	-	2	4	1	1	2	3	3	1	1	-	-	-	11	1	-	-	12
		1%	1%	1%	2%	-	*	1%	1%	1%	1%	2%	2%	1%	1%	-	-	-	1%	1%	-	-	1%
					Bc			b				h	gHi										
	(4.0)	15	6	9	4	5	5	1	-	-	4	2	2	2	-	2	-	-	12	-	1	2	15
		1%	1%	1%	1%	1%	1%	*	-	-	2%	1%	2%	2%	-	1%	-	-	1%	-	1%	2%	1%
					d	d					H		h	H		h							
(5.0)	43	24	19	12	6	16	5	3	1	4	3	2	2	3	9	10	1	35	3	2	3	43	
	3%	3%	2%	4%	2%	4%	1%	2%	1%	2%	1%	2%	2%	3%	7%	4%	1%	3%	4%	1%	4%	3%	
				bD		bD								ABCDEI		i							
(6.0)	34	13	20	8	8	5	9	3	-	4	5	7	4	2	-	5	2	29	2	1	1	34	
	2%	2%	2%	3%	2%	1%	2%	2%	-	2%	3%	5%	3%	2%	-	2%	1%	2%	3%	1%	1%	2%	
				c							g	AbGi	aG	g		g							
(7.0)	82	48	34	23	20	14	20	6	6	8	10	9	4	7	9	13	7	73	1	6	2	82	
	5%	7%	4%	8%	5%	3%	5%	3%	6%	4%	5%	7%	3%	8%	7%	5%	5%	5%	2%	5%	2%	5%	
		B		CE																			
(8.0)	227	121	106	36	51	68	55	17	9	28	33	17	16	14	23	38	19	197	9	12	9	227	
	14%	17%	11%	13%	14%	15%	14%	9%	9%	13%	17%	13%	13%	15%	18%	16%	14%	14%	11%	10%	11%	14%	
		B		e		E					a				a								
(9.0)	236	113	123	38	49	65	62	22	13	30	30	20	23	17	19	25	24	200	7	17	12	236	
	14%	16%	13%	14%	14%	15%	16%	12%	13%	13%	16%	15%	19%	18%	14%	10%	17%	15%	9%	14%	15%	14%	
													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

**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

		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		1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656	
Weighted Total		1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653	
		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)	823	320	502	119	170	222	204	108	58	121	84	60	62	37	57	119	69	665	52	65	41	823
			50%	45%	54%	43%	47%	51%	53%	57%	59%	53%	43%	45%	49%	41%	43%	50%	49%	48%	64%	54%	52%	50%
				A			A	A	Ab	CDFG	CFg									AE				
Don't know			6	4	2	2	2	-	-	2	-	1	1	-	-	-	-	2	1	5	-	1	-	6
			*	1%	*	1%	1%	-	-	-	1%	-	*	1%	-	-	-	-	1%	1%	*	-	1%	-
					cd				CD															
Not Stated			2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
			*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																								
To no extent (0-3)			185	67	118	35	47	43	32	29	11	25	25	17	12	11	13	25	17	155	6	15	9	185
			11%	9%	13%	13%	13%	10%	8%	15%	11%	11%	13%	12%	9%	12%	10%	11%	12%	11%	7%	12%	11%	11%
				A	d	D			cD															
Neutral (4-6)			91	43	48	24	19	25	15	7	1	12	10	11	8	5	11	15	3	76	6	4	6	91
			6%	6%	5%	9%	5%	6%	4%	4%	1%	5%	5%	8%	7%	6%	8%	6%	2%	6%	7%	3%	7%	6%
					DE						a	a	AI	Ai	a	AI	Ai							
To an extent (7-10)			1368	602	766	216	289	369	341	153	85	187	158	106	105	74	107	194	119	1135	69	100	64	1368
			83%	84%	82%	78%	81%	84%	88%	80%	88%	82%	81%	79%	84%	82%	82%	82%	85%	83%	85%	84%	81%	83%
							A	ABE																
Mean Score		8.10	8.13	8.08	7.75	7.89	8.21	8.47	7.99	8.35	8.20	7.91	7.91	8.26	7.89	7.91	8.07	8.14	8.07	8.61	8.15	8.05	8.10	
							A	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

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.	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		1656	778	120	122	33	12	32	63	461
Weighted Total		1653	768	118	118	35	11	32	62	471
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	130	63	10	6	3	1	1	8	36
		8%	8%	8%	5%	9%	9%	3%	13%	8%
	(1.0)								C	
		20	12	1	-	-	-	-	-	6
	(2.0)	1%	2%	1%	-	-	-	-	-	1%
		24	9	3	3	1	-	2	1	4
	(3.0)	1%	1%	2%	2%	3%	-	6%	2%	1%
								AH		
	(4.0)	12	7	2	1	-	-	-	1	1
		1%	1%	2%	1%	-	-	-	2%	*
	(5.0)			H					h	
		15	6	2	2	1	1	-	1	1
	(6.0)	1%	1%	2%	2%	3%	7%	-	2%	*
				H	H	H	AH		h	
	(7.0)	43	19	4	3	3	-	2	4	8
		3%	2%	3%	2%	7%	-	6%	6%	2%
	(8.0)					aH		h	aH	
		34	16	2	2	3	-	1	-	8
	(9.0)	2%	2%	2%	2%	10%	-	3%	-	2%
						ABCGH				
	(10.0)	82	42	6	5	1	1	2	2	20
		5%	5%	5%	4%	3%	9%	6%	3%	4%
	(11.0)	227	121	20	18	3	-	6	4	50
		14%	16%	17%	16%	9%	-	19%	6%	11%
	(12.0)		GH	Gh	g			G		
		236	106	16	18	4	3	5	8	74
	(13.0)	14%	14%	13%	15%	12%	25%	15%	13%	16%
		To a great extent	823	364	53	58	16	6	12	33
		50%	47%	45%	49%	45%	50%	37%	54%	56%
										ABF

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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
6	2	-	2	-	-	1	-	1
*	*	-	2%	-	-	3%	-	*
			AbH			AbH		
2	2	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
185	91	16	10	4	1	3	10	47
11%	12%	13%	8%	12%	9%	10%	16%	10%
							c	
91	41	8	7	7	1	3	5	17
6%	5%	7%	6%	20%	7%	9%	8%	4%
				ABCgH				
1368	633	94	100	24	10	25	47	406
83%	82%	80%	84%	69%	84%	78%	76%	86%
	D		D					abDG
8.10	8.00	7.81	8.35	7.61	8.18	7.94	7.69	8.38
								Abg

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

		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		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	130	21	32	28	23	8	10	22	59	29	7	-	14	27	4	13	12	125	5
		8%	9%	7%	10%	7%	6%	8%	8%	7%	8%	10%	-	8%	9%	6%	8%	6%	8%	12%
	(1.0)	20	4	5	6	4	-	-	2	11	5	1	-	3	3	-	-	-	20	-
		1%	2%	1%	2%	1%	-	-	1%	1%	1%	1%	-	2%	1%	-	-	-	1%	-
					ef									de						
	(2.0)	24	3	9	1	2	3	2	3	15	4	-	-	4	3	3	3	4	22	2
		1%	1%	2%	*	1%	2%	2%	1%	2%	1%	-	-	2%	1%	4%	2%	2%	1%	5%
				c			c								b				a	
	(3.0)	12	1	4	1	2	2	1	2	7	3	-	-	-	1	-	-	1	10	2
		1%	*	1%	*	1%	1%	1%	1%	1%	1%	-	-	-	*	-	-	1%	1%	5%
																			A	
	(4.0)	15	1	4	3	2	1	2	2	7	3	1	-	2	3	-	1	-	14	1
	1%	*	1%	1%	1%	1%	1%	1%	1%	1%	1%	-	1%	1%	-	1%	-	1%	3%	
(5.0)	43	6	8	8	5	5	6	7	20	8	2	-	4	3	-	2	5	35	7	
	3%	3%	2%	3%	2%	4%	4%	2%	2%	2%	3%	-	2%	1%	-	1%	2%	2%	16%	
						bd												A		
(6.0)	34	1	11	6	7	2	2	9	14	6	2	-	4	4	1	4	3	31	1	
	2%	*	2%	2%	2%	1%	2%	3%	2%	2%	3%	-	2%	1%	2%	3%	1%	2%	2%	
			a		a															
(7.0)	82	9	22	13	17	4	6	17	42	12	7	-	9	11	5	6	12	77	5	
	5%	4%	5%	5%	6%	3%	4%	6%	5%	3%	9%	-	5%	4%	8%	3%	6%	5%	12%	
										C								A		
(8.0)	227	35	72	41	41	14	13	35	97	65	11	1	17	44	9	11	30	217	8	
	14%	16%	16%	15%	13%	10%	10%	12%	12%	19%	15%	100%	9%	15%	14%	6%	14%	14%	20%	
			f							AB				aD	d	D				
(9.0)	236	35	72	33	42	20	18	51	127	39	7	-	21	43	9	34	37	231	4	
	14%	16%	16%	12%	14%	15%	13%	17%	16%	11%	9%	-	12%	15%	14%	20%	18%	14%	9%	
								Cd	C						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

**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 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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	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) 823 50%	106 47%	209 47%	136 49%	160 52%	73 56%	75 55%	144 49%	393 49%	171 50%	36 49%	- -	101 55%	148 51%	31 50%	97 56%	102 50%	811 51%	7 17%
Don't know	6 *	1 1%	1 *	2 1%	1 *	- -	- -	1 *	4 1%	1 *	- -	- -	3 2%	2 1%	- -	- -	- -	6 *	- -
Not Stated	2 *	1 *	1 *	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	- -	1 2%	- -	- -	2 *	- -
<b>Nets</b>															aBe				
To no extent (0-3)	185 11%	28 13%	50 11%	36 13%	31 10%	13 10%	14 10%	30 10%	92 11%	41 12%	8 11%	- -	21 12%	34 12%	7 11%	16 10%	17 8%	177 11%	9 22%
Neutral (4-6)	91 6%	8 4%	23 5%	17 6%	14 5%	8 6%	10 8%	18 6%	41 5%	17 5%	5 7%	- -	10 5%	10 3%	1 2%	8 4%	8 4%	79 5%	9 21%
To an extent (7-10)	1368 83%	184 83%	375 83%	222 80%	260 85%	110 84%	112 82%	246 83%	660 83%	287 83%	61 82%	1 100%	149 81%	245 84%	54 86%	147 86%	180 88%	1336 83%	24 58%
Mean Score	8.10	7.99	8.10	7.89	8.25	8.38	8.22	8.17	8.11	8.06	7.92	8.00	8.16	8.14	8.25	8.45	8.41	8.15 B	6.20

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

		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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	130	130	-	-	-	125	4	125	3	94	16	89	2	118	6	9	120
		8%	8%	-	-	-	8%	7%	8%	11%	8%	8%	8%	6%	8%	7%	6%	8%
	(1.0)	20	20	-	-	-	18	2	18	2	10	3	11	1	19	-	4	16
		1%	1%	-	-	-	1%	4%	1%	7%	1%	1%	1%	3%	1%	-	3%	1%
							a		A									
	(2.0)	24	24	-	-	-	20	4	20	4	21	4	20	-	21	1	3	21
		1%	1%	-	-	-	1%	7%	1%	14%	2%	2%	2%	-	1%	1%	2%	1%
							A		A									
	(3.0)	12	12	-	-	-	6	6	9	3	7	2	6	2	10	1	1	11
		1%	1%	-	-	-	*	10%	1%	10%	1%	1%	1%	5%	1%	1%	1%	1%
							A		A				A					
	(4.0)	15	15	-	-	-	13	2	14	1	8	3	8	1	11	3	2	13
		1%	1%	-	-	-	1%	3%	1%	3%	1%	1%	1%	3%	1%	3%	1%	1%
							A								A			
	(5.0)	43	43	-	-	-	35	7	35	7	30	8	24	7	31	10	8	34
		3%	3%	-	-	-	2%	12%	2%	23%	3%	4%	2%	19%	2%	11%	5%	2%
						A		A				A		A		B		
(6.0)	34	34	-	-	-	33	1	33	1	22	5	22	1	33	1	7	26	
	2%	2%	-	-	-	2%	2%	2%	3%	2%	2%	2%	3%	2%	1%	5%	2%	
															B			
(7.0)	82	82	-	-	-	75	6	79	2	52	9	45	9	65	6	11	71	
	5%	5%	-	-	-	5%	10%	5%	7%	4%	4%	4%	24%	4%	7%	7%	5%	
						a						A						
(8.0)	227	227	-	-	-	216	12	223	2	159	28	156	5	200	16	30	198	
	14%	14%	-	-	-	14%	21%	14%	7%	13%	14%	14%	13%	14%	18%	19%	13%	
															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 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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	236	236	-	-	-	230	6	230	3	173	28	171	2	207	12	24	212
	14%	14%	-	-	-	14%	11%	14%	12%	15%	14%	15%	6%	14%	14%	16%	14%
To a great extent	(10.0)	823	823	-	-	817	6	820	-	603	96	591	7	737	29	53	770
	50%	50%	-	-	-	51%	11%	51%	-	51%	47%	51%	18%	51%	34%	34%	51%
						B		B				B		B		A	
Don't know	6	6	-	-	-	4	1	5	1	4	2	3	-	5	1	2	4
	*	*	-	-	-	*	2%	*	3%	*	1%	*	-	*	1%	1%	*
						A		A								b	
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
To no extent (0-3)	185	185	-	-	-	169	16	172	12	132	25	126	5	168	8	17	168
	11%	11%	-	-	-	11%	28%	11%	42%	11%	12%	11%	14%	12%	9%	11%	11%
						A		A									
Neutral (4-6)	91	91	-	-	-	81	9	81	9	60	16	54	9	74	14	18	73
	6%	6%	-	-	-	5%	17%	5%	30%	5%	8%	5%	24%	5%	16%	12%	5%
						A		A				A		A		B	
To an extent (7-10)	1368	1368	-	-	-	1337	30	1352	7	986	161	963	22	1210	63	117	1251
	83%	83%	-	-	-	84%	53%	84%	25%	83%	79%	84%	62%	83%	74%	76%	83%
						B		B				B		B		A	
Mean Score	8.10	8.10	-	-	-	8.18	5.87	8.17	4.36	8.15	7.92	8.19	6.53	8.11	7.56	7.63	8.15
						B		B				B				A	

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

		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		1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total		1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	130	113	3	8	2	1	14	29	38	94	16	11	28	80	11	2
		8%	8%	17%	9%	12%	14%	10%	11%	10%	8%	8%	5%	10%	8%	8%	11%
													c				
	(1.0)	20	17	1	-	1	-	2	5	1	10	3	2	6	9	3	-
		1%	1%	6%	-	6%	-	2%	2%	*	1%	1%	1%	2%	1%	2%	-
				aC		aC			B				A				
	(2.0)	24	20	-	3	-	-	3	8	6	21	4	1	3	17	3	1
		1%	1%	-	3%	-	-	2%	3%	2%	2%	2%	*	1%	2%	2%	6%
	(3.0)	12	11	-	1	-	-	1	1	4	7	2	3	2	7	1	-
		1%	1%	-	1%	-	-	1%	*	1%	1%	1%	1%	1%	1%	1%	-
	(4.0)	15	12	-	2	-	-	2	2	4	8	3	2	4	6	3	-
		1%	1%	-	2%	-	-	1%	1%	1%	1%	1%	1%	1%	1%	2%	-
															a		
	(5.0)	43	36	-	4	1	1	6	6	8	30	8	7	4	27	5	-
		3%	2%	-	4%	6%	14%	4%	2%	2%	3%	4%	3%	2%	3%	3%	-
						a											
	(6.0)	34	28	-	2	2	-	4	8	5	22	5	6	5	19	4	-
		2%	2%	-	2%	13%	-	3%	3%	1%	2%	2%	3%	2%	2%	3%	-
						ACf											
	(7.0)	82	75	2	4	-	-	6	9	20	52	9	9	20	47	7	2
		5%	5%	11%	4%	-	-	4%	4%	5%	4%	4%	4%	7%	4%	5%	11%
													A				
	(8.0)	227	191	5	19	3	1	28	34	55	159	28	27	38	135	26	1
		14%	13%	27%	21%	19%	14%	21%	13%	15%	13%	14%	13%	14%	13%	18%	5%
				a	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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	236	217	2	11	2	1	16	34	45	173	28	38	36	154	19	3
	14%	15%	11%	12%	13%	16%	12%	13%	12%	15%	14%	18%	13%	15%	13%	16%
To a great extent	823	756	5	38	5	3	52	117	187	603	96	97	133	537	62	9
	50%	51%	29%	42%	31%	42%	39%	46%	50%	51%	47%	48%	48%	51%	43%	51%
Don't know	6	6	-	-	-	-	-	1	1	4	2	2	-	3	1	-
	*	*	-	-	-	-	-	*	*	*	1%	1%	-	*	1%	-
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	185	161	4	12	3	1	20	43	50	132	25	17	39	113	18	3
	11%	11%	22%	13%	18%	14%	15%	17%	13%	11%	12%	8%	14%	11%	12%	17%
Neutral (4-6)	91	75	-	8	3	1	12	16	17	60	16	15	13	52	12	-
	6%	5%	-	9%	19%	14%	9%	6%	5%	5%	8%	7%	5%	5%	8%	-
To an extent (7-10)	1368	1238	14	72	10	5	101	195	307	986	161	171	228	873	114	15
	83%	84%	78%	78%	63%	72%	76%	76%	82%	83%	79%	83%	81%	84%	79%	83%
Mean Score	8.10	8.16	6.85	7.69	6.93	7.46	7.48	7.59	7.94	8.15	7.92	8.31	7.82	8.19	7.79	7.84
		bF										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	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		1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total		1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
		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)	18	5	13	4	3	2	3	7	-	4	1	-	-	-	-	4	-	9	-	7	3	18
		1%	1%	1%	1%	1%	*	1%	4%	-	2%	1%	-	-	-	-	2%	-	1%	-	6%	3%	1%
		BCD										ABE Ae											
	(1.0)	2	1	1	-	1	-	1	-	-	2	-	-	-	-	-	-	-	2	-	-	-	2
		*	*	*	-	*	-	*	-	-	1%	-	-	-	-	-	-	-	*	-	-	-	*
	(2.0)	7	2	5	2	3	-	2	-	-	3	2	1	-	1	-	-	-	7	-	-	-	7
		*	*	1%	1%	1%	-	*	-	-	1%	1%	1%	-	1%	-	-	-	1%	-	-	-	*
											h												
	(3.0)	8	3	5	2	-	2	3	1	-	2	1	-	1	-	-	3	-	7	1	-	-	8
		*	*	*	1%	-	*	1%	1%	-	1%	1%	-	1%	-	-	1%	-	1%	1%	1%	-	*
	(4.0)	11	5	6	3	-	5	3	-	-	-	4	1	-	1	2	-	-	8	-	2	1	11
		1%	1%	1%	1%	-	1%	1%	-	-	-	2%	1%	-	1%	1%	-	-	1%	-	2%	1%	1%
											BHi bh												
	(5.0)	29	13	17	7	7	6	10	-	1	2	3	2	1	3	4	10	1	26	2	-	1	29
		2%	2%	2%	3%	2%	1%	2%	-	1%	1%	2%	1%	1%	3%	3%	4%	1%	2%	3%	-	1%	2%
											E e E												
	(6.0)	33	14	19	10	6	6	9	2	2	4	6	2	2	-	2	8	1	27	1	1	4	33
		2%	2%	2%	4%	2%	1%	2%	1%	2%	2%	3%	1%	2%	-	2%	3%	1%	2%	1%	1%	5%	2%
										C f													
(7.0)	93	55	39	21	31	22	15	5	2	11	13	13	7	5	11	16	7	85	2	3	4	93	
	6%	8%	4%	8%	9%	5%	4%	2%	2%	5%	7%	10%	6%	5%	8%	7%	5%	6%	2%	3%	5%	6%	
										B DE CDE a Ab A a													
(8.0)	264	132	132	50	57	74	51	31	20	31	35	26	16	21	23	37	19	228	12	12	12	264	
	16%	18%	14%	18%	16%	17%	13%	16%	21%	14%	18%	20%	13%	23%	18%	16%	13%	17%	15%	10%	15%	16%	
										BEi													
(9.0)	278	128	151	47	69	74	61	28	13	38	36	22	21	12	29	38	28	236	8	26	9	278	
	17%	18%	16%	17%	19%	17%	16%	15%	13%	17%	18%	16%	17%	14%	23%	16%	20%	17%	9%	21%	11%	17%	
										af													
To a great extent	(10.0)	900	353	547	128	178	247	232	114	60	126	92	66	77	47	60	119	84	731	56	67	45	900
		54%	49%	58%	46%	50%	56%	60%	60%	61%	55%	48%	50%	62%	53%	46%	51%	60%	53%	69%	56%	58%	54%
										CdGh g CDGH CdGh													
										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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	7	6	1	3	2	-	-	2	-	2	1	-	-	-	-	1	1	5	-	2	-	7
	*	1%	*	1%	1%	-	-	1%	-	1%	1%	-	-	-	-	*	1%	*	-	2%	-	*
		B		CD				CD												Ae		
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	35	11	23	8	7	4	8	8	-	11	4	1	1	1	-	7	-	25	1	7	3	35
	2%	2%	3%	3%	2%	1%	2%	4%	-	5%	2%	1%	1%	1%	-	3%	-	2%	1%	6%	3%	2%
				C				C		ADeGI	gi					aGI				AbE		
Neutral (4-6)	73	32	41	20	13	16	21	2	3	6	13	5	3	4	8	18	2	61	3	3	6	73
	4%	4%	4%	7%	4%	4%	5%	1%	3%	3%	7%	4%	2%	4%	6%	8%	1%	4%	4%	2%	8%	4%
				BCE			E				bel				I	BEI				c		
To an extent (7-10)	1536	667	869	246	336	417	359	178	95	206	176	128	121	85	123	210	137	1280	77	108	70	1536
	93%	93%	93%	89%	94%	95%	92%	93%	97%	91%	91%	96%	97%	95%	94%	89%	97%	93%	96%	90%	89%	93%
				A	A	A	A	a	bcH			H	BCH			BCH						
Mean Score	8.94	8.87	9.00	8.65	8.88	9.09	9.03	8.98	9.27	8.85	8.76	8.91	9.25	8.93	8.87	8.72	9.33	8.94	9.31	8.79	8.77	8.94
				Ab	A	Ab	A	a	bCdFGH				BCDfGH			BCDFGH		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.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
			a	b	c	d	e	f	g	h
Significance Level: 90%			A	B	C	D	E	F	G	H
Significance Level: 95%										
Unweighted Total		1656	778	120	122	33	12	32	63	461
Weighted Total		1653	768	118	118	35	11	32	62	471
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	18	2	1	1	-	1	-	1	11
		1%	*	1%	1%	-	9%	-	2%	2%
							ABCdf		a	A
(1.0)	2	-	-	-	-	-	-	-	-	2
		*	-	-	-	-	-	-	-	*
										a
(2.0)	7	2	-	-	1	-	1	-	-	3
		*	*	-	-	3%	-	3%	-	1%
					Abc		AbC			
(3.0)	8	4	-	-	-	-	-	-	-	3
		*	*	-	-	-	-	-	-	1%
(4.0)	11	2	4	1	-	-	-	-	-	3
		1%	*	3%	1%	-	-	-	-	1%
				AH						
(5.0)	29	16	5	1	-	-	1	1	6	
		2%	2%	4%	1%	-	-	3%	2%	1%
			cH							
(6.0)	33	14	1	3	2	-	1	3	8	
		2%	2%	1%	3%	6%	-	3%	5%	2%
					abh			b		
(7.0)	93	59	8	6	3	1	5	1	8	
		6%	8%	7%	5%	9%	8%	16%	2%	2%
			gH	H	H	H	CGH			
(8.0)	264	128	21	17	7	3	5	8	69	
		16%	17%	17%	14%	20%	25%	16%	12%	15%
(9.0)	278	150	16	22	2	1	4	8	72	
		17%	19%	14%	19%	6%	8%	12%	13%	15%
			dh	d						
To a great extent	(10.0)	900	388	63	66	19	6	15	40	284
		54%	51%	53%	56%	54%	50%	46%	65%	60%
								Af	A	

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							
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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
7	2	-	2	1	-	-	-	2
*	*	-	2%	3%	-	-	-	*
			A	Abh				
2	2	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
35	8	1	1	1	1	1	1	19
2%	1%	1%	1%	3%	9%	3%	2%	4%
					ABC			Abc
73	31	10	5	2	-	2	4	17
4%	4%	8%	4%	6%	-	6%	6%	4%
		AH						
1536	725	107	110	31	10	29	57	434
93%	94%	91%	93%	88%	91%	90%	92%	92%
8.94	8.96	8.79	9.10	8.78	8.30	8.54	9.14	8.97
			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

		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	
Significance Level: 90%																				
Significance Level: 95%																				
Unweighted Total		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
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)	18	1	4	1	4	4	2	1	9	7	-	-	6	3	-	1	1	16	2
	1%	1%	1%	*	1%		3%	1%	*	1%	2%	-	-	3%	1%	-	1%	*	1%	5%
							abC				a			bdE					A	
	(1.0)	2	-	-	1	1	-	-	-	2	-	-	-	-	1	1	1	1	2	-
	*	-	-	*	*	-	-	-	-	*	-	-	-	-	*	1%	1%	*	*	-
																a				
	(2.0)	7	-	3	-	1	2	-	-	5	1	-	-	1	-	-	-	1	6	1
	*	-	1%	-	*	1%	-	-	-	1%	*	-	-	1%	-	-	-	*	*	2%
							aC													A
	(3.0)	8	1	2	2	2	-	-	-	2	1	1	-	1	-	-	1	-	7	1
	*	*	*	1%	1%	-	-	-	-	*	*	1%	-	1%	-	-	1%	-	*	2%
												a							a	
	(4.0)	11	-	2	2	2	2	1	1	5	2	1	-	2	3	-	-	1	6	5
1%	-	*	1%	1%	1%	1%	1%	*	1%	1%	1%	-	1%	1%	-	-	*	*	12%	
						a													A	
(5.0)	29	8	2	8	5	1	5	9	11	6	2	-	2	5	1	3	7	24	5	
2%	3%	*	3%	2%	1%	4%	3%	3%	1%	2%	3%	-	1%	2%	1%	2%	3%	2%	12%	
	B		B		B		B	b											A	
(6.0)	33	5	13	3	3	3	3	7	9	12	3	-	4	6	2	3	3	30	2	
2%	2%	3%	1%	1%	2%	2%	2%	2%	1%	3%	4%	-	2%	2%	3%	2%	1%	2%	5%	
			d							B	B									
(7.0)	93	14	31	14	16	6	6	19	47	16	4	-	5	13	3	3	13	84	7	
6%	6%	7%	5%	5%	5%	5%	5%	6%	6%	5%	5%	-	3%	4%	5%	2%	6% D	5%	17% A	
(8.0)	264	46	70	41	45	14	22	37	138	57	12	-	21	39	10	32	31	257	7	
16%	21%	16%	15%	15%	11%	16%	16%	13%	17% a	16%	16%	-	12%	13%	17%	19% a	15%	16%	17%	
		cdE																		
(9.0)	278	31	93	47	53	23	15	61	127	62	10	-	26	53	11	30	37	275	3	
17%	14%	21% AF	17%	17%	18%	11%	11%	21% b	16%	18%	14%	-	14%	18%	18%	18%	18%	17% b	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 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 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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	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) 900 54%	114 51%	227 51%	155 56%	174 57%	75 58%	81 59%	159 54%	438 55%	183 53%	41 56%	1 100%	112 61%	169 58%	33 53%	96 56%	111 54%	885 55%	9 21%
Don't know	7 *	1 1%	1 *	3 1%	1 *	- -	1 1%	1 *	4 1%	1 *	- -	- -	2 1%	- -	- -	1 1%	- -	7 *	- -
Not Stated	2 *	1 *	1 *	- -	- -	- -	- -	- -	2 *	- -	- -	- -	- -	- -	1 2% aBe	- -	- -	2 *	- -
<b>Nets</b>																			
To no extent (0-3)	35 2%	2 1%	9 2%	4 1%	8 2%	6 4%	2 1%	1 *	18 2%	9 3%	1 1%	- -	8 4%	4 1%	1 1%	3 2%	3 1%	31 2%	4 10%
Neutral (4-6)	73 4%	13 6%	17 4%	13 5%	10 3%	6 5%	9 7%	17 6%	25 3%	19 6%	6 8%	- -	8 4%	14 5%	3 5%	6 3%	11 5%	60 4%	12 29%
To an extent (7-10)	1536 93%	205 92%	422 94%	257 93%	288 94%	118 91%	124 91%	276 94%	750 94%	317 92%	67 91%	1 100%	165 90%	274 94%	58 92%	161 94%	191 93%	1501 94%	25 62%
Mean Score	8.94	8.91	8.93	9.02	9.00	8.84	8.96	9.05	8.96	8.86	8.93	10.00	8.92	9.06	8.99	9.08	8.96	9.00 B	6.74

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

		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 conf ident	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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	18	18	-	-	-	12	6	13	5	14	3	11	3	15	3	3	15
		1%	1%	-	-	-	1%	11%	1%	18%	1%	1%	1%	8%	1%	4%	2%	1%
								A		A				A		A		
	(1.0)	2	2	-	-	-	2	-	2	-	2	-	2	-	2	-	-	2
		*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
	(2.0)	7	7	-	-	-	3	4	2	5	6	-	3	3	3	4	1	6
		*	*	-	-	-	*	7%	*	17%	1%	-	*	8%	*	5%	1%	*
								A		A				A		A		
	(3.0)	8	8	-	-	-	4	4	5	3	4	1	3	1	6	-	-	8
		*	*	-	-	-	*	7%	*	10%	*	*	*	3%	*	-	-	1%
							A		A				A					
(4.0)	11	11	-	-	-	4	7	9	2	8	1	6	2	6	3	2	9	
	1%	1%	-	-	-	*	12%	1%	7%	1%	*	1%	5%	*	3%	1%	1%	
							A		A				A		A			
(5.0)	29	29	-	-	-	14	14	20	8	21	3	16	5	18	10	6	23	
	2%	2%	-	-	-	1%	25%	1%	27%	2%	1%	1%	13%	1%	12%	4%	2%	
							A		A				A		A	B		
(6.0)	33	33	-	-	-	27	6	31	2	19	4	19	3	27	5	9	24	
	2%	2%	-	-	-	2%	10%	2%	7%	2%	2%	2%	9%	2%	6%	6%	2%	
							A		a				A		A	B		
(7.0)	93	93	-	-	-	89	5	89	3	55	13	53	1	78	7	17	76	
	6%	6%	-	-	-	6%	9%	6%	11%	5%	6%	5%	3%	5%	8%	11%	5%	
															B			
(8.0)	264	264	-	-	-	260	4	260	-	195	41	187	7	231	12	30	234	
	16%	16%	-	-	-	16%	7%	16%	-	16%	20%	16%	19%	16%	14%	19%	16%	
						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

		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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)		278	278	-	-	-	278	-	277	-	198	36	197	4	253	10	24	254
		17%	17%	-	-	-	17%	-	17%	-	17%	18%	17%	11%	17%	11%	16%	17%
							B		B									
To a great extent		900	900	-	-	-	894	6	896	-	656	101	646	8	813	31	61	839
		54%	54%	-	-	-	56%	11%	56%	-	55%	49%	56%	21%	56%	36%	39%	56%
							B		B				B		B		A	
Don't know		7	7	-	-	-	5	1	6	1	4	1	3	-	6	1	1	6
		*	*	-	-	-	*	2%	*	3%	*	1%	*	-	*	1%	1%	*
							a		A									
Not Stated		2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
		*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																		
To no extent (0-3)		35	35	-	-	-	21	14	22	13	26	4	19	7	26	7	4	31
		2%	2%	-	-	-	1%	25%	1%	45%	2%	2%	2%	19%	2%	8%	3%	2%
							A		A				A		A			
Neutral (4-6)		73	73	-	-	-	45	26	60	12	48	8	40	10	51	18	17	56
		4%	4%	-	-	-	3%	47%	4%	41%	4%	4%	4%	27%	3%	20%	11%	4%
							A		A				A		A		B	
To an extent (7-10)		1536	1536	-	-	-	1521	15	1523	3	1104	191	1084	20	1375	60	133	1403
		93%	93%	-	-	-	95%	26%	95%	11%	93%	94%	94%	54%	94%	70%	86%	94%
							B		B				B		B		A	
Mean Score		8.94	8.94	-	-	-	9.08	5.00	9.04	3.55	8.97	8.87	9.04	6.47	9.03	7.58	8.35	9.00
							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

		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		1656	1488	18	92	16	7	253	378	1193	204	206	274	1051	145	18	
Weighted Total		1653	1483	18	92	16	7	255	376	1184	204	204	280	1043	145	18	
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	18	16	-	-	-	1	1	1	14	3	2	2	11	3	-	
		1%	1%	-	-	-	14%	1%	*	1%	1%	1%	1%	1%	2%	-	
		ACF															
(1.0)	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-	
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-	
(2.0)	7	5	-	2	-	-	2	1	2	6	-	-	1	6	-	-	
	*	*	-	2%	-	-	2%	*	1%	1%	-	-	*	1%	-	-	
		A															
(3.0)	8	6	1	-	-	-	1	-	1	4	1	2	2	4	-	-	
	*	*	5%	-	-	-	1%	-	*	*	*	1%	1%	*	-	-	
		AC															
(4.0)	11	9	-	1	-	-	1	3	3	8	1	3	1	8	-	-	
	1%	1%	-	1%	-	-	1%	1%	1%	1%	*	1%	*	1%	-	-	
(5.0)	29	28	-	1	-	-	1	3	4	21	3	3	5	19	3	1	
	2%	2%	-	1%	-	-	1%	1%	1%	2%	1%	1%	2%	2%	2%	5%	
(6.0)	33	24	2	4	1	1	8	8	9	19	4	5	7	19	3	-	
	2%	2%	11%	4%	6%	14%	6%	3%	2%	2%	2%	2%	2%	2%	2%	-	
		A															
(7.0)	93	79	1	8	3	-	12	22	26	55	13	22	18	45	9	3	
	6%	5%	5%	8%	19%	-	9%	9%	7%	5%	6%	11%	7%	4%	6%	16%	
		A															
(8.0)	264	230	3	20	4	1	28	42	58	195	41	29	43	162	32	4	
	16%	15%	17%	22%	26%	14%	21%	16%	16%	16%	20%	14%	16%	16%	22%	22%	
		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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	278	246	5	21	1	1	28	53	58	198	36	30	51	175	26	1
	17%	17%	27%	23%	5%	16%	21%	21%	16%	17%	18%	15%	18%	17%	18%	5%
To a great extent	900	830	6	35	7	3	52	122	211	656	101	106	148	586	69	9
	54%	56%	35%	38%	44%	42%	39%	48%	56%	55%	49%	52%	53%	56%	48%	51%
		bCF							A					B		
Don't know	7	7	-	-	-	-	-	1	1	4	1	2	1	4	-	-
	*	1%	-	-	-	-	-	*	*	*	1%	1%	*	*	-	-
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	35	29	1	2	-	1	4	1	4	26	4	4	5	23	3	-
	2%	2%	5%	2%	-	14%	3%	*	1%	2%	2%	2%	2%	2%	2%	-
						Ac										
Neutral (4-6)	73	61	2	6	1	1	10	14	16	48	8	11	13	45	6	1
	4%	4%	11%	7%	6%	14%	8%	5%	4%	4%	4%	5%	5%	4%	4%	5%
						a										
To an extent (7-10)	1536	1384	15	84	15	5	119	239	354	1104	191	187	261	968	136	17
	93%	93%	84%	91%	94%	72%	89%	94%	94%	93%	94%	92%	93%	93%	94%	95%
		Ef														
Mean Score	8.94	8.99	8.43	8.61	8.62	7.60	8.53	8.91	9.03	8.97	8.87	8.81	8.94	8.98	8.80	8.75
		CEF														

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

		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		719	937		268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total		1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
		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)	15	4	11	4	2	1	3	6	-	1	2	-	-	-	-	4	-	7	-	6	3	15
		1%	1%	1%	1%	1%	*	1%	3%	-	*	1%	-	-	-	-	2%	-	*	-	5%	3%	1%
	(1.0)	4	1	3	1	3	-	-	-	-	1	1	1	-	-	-	1	-	4	-	-	-	4
		*	*	*	*	1%	-	-	-	-	*	1%	1%	-	-	-	*	-	*	*	-	-	*
	(2.0)	8	2	6	1	1	2	4	-	-	5	2	-	-	-	-	-	-	7	-	1	-	8
		*	*	1%	*	*	*	1%	-	-	2%	1%	-	-	-	-	-	-	*	-	1%	-	*
	(3.0)	6	5	1	1	2	1	1	1	-	3	-	-	1	-	-	2	-	6	-	-	-	6
		*	1%	*	*	1%	*	*	1%	-	1%	-	-	1%	-	-	1%	-	*	-	-	-	*
	(4.0)	13	6	6	3	1	4	4	1	-	3	3	-	1	1	-	1	-	9	1	2	1	13
		1%	1%	1%	1%	*	1%	1%	1%	-	1%	2%	-	1%	1%	-	*	-	1%	1%	2%	1%	1%
	(5.0)	26	13	13	8	8	7	3	-	-	3	3	3	-	2	6	6	2	25	1	-	-	26
		2%	2%	1%	3%	2%	2%	1%	-	-	1%	2%	2%	-	2%	5%	2%	1%	2%	1%	-	-	2%
	(6.0)	28	13	15	12	4	4	8	1	-	4	3	3	4	1	3	3	3	24	1	1	2	28
		2%	2%	2%	4%	1%	1%	2%	1%	-	2%	2%	2%	3%	1%	2%	1%	2%	2%	2%	1%	3%	2%
	(7.0)	92	48	43	22	25	23	16	6	3	6	15	11	8	6	9	21	4	84	3	2	3	92
6%		7%	5%	8%	7%	5%	4%	3%	3%	3%	8%	8%	7%	7%	7%	9%	3%	6%	4%	2%	4%	6%	
(8.0)	227	115	112	38	57	66	44	22	15	31	27	21	16	18	20	27	17	192	7	14	14	227	
	14%	16%	12%	14%	16%	15%	11%	11%	15%	14%	14%	16%	13%	20%	15%	11%	12%	14%	9%	11%	18%	14%	
(9.0)	299	137	162	50	65	81	67	35	16	35	40	31	22	14	27	43	30	257	7	24	11	299	
	18%	19%	17%	18%	18%	18%	17%	19%	16%	15%	21%	23%	17%	15%	21%	18%	21%	19%	8%	20%	13%	18%	
To a great extent	(10.0)	920	361	559	135	186	249	233	116	64	130	97	62	72	46	64	126	83	745	61	69	45	920
		56%	50%	60%	49%	52%	57%	60%	61%	65%	58%	50%	47%	58%	51%	49%	53%	59%	54%	75%	57%	57%	56%
		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

		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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	15	11	4	2	3	1	7	2	-	3	-	1	1	3	1	2	1	12	-	2	1	15
	1%	2%	*	1%	1%	*	2%	1%	-	1%	-	1%	1%	3%	1%	1%	1%	1%	-	2%	1%	1%
		B					C			c				aC								
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	33	12	21	7	8	4	7	7	-	10	5	1	1	-	-	7	-	24	-	7	3	33
	2%	2%	2%	2%	2%	1%	2%	4%	-	4%	3%	1%	1%	-	-	3%	-	2%	-	6%	3%	2%
				c	c			C		AdeFGI	gi					afGI				ABE		
Neutral (4-6)	66	32	35	23	13	14	14	2	-	10	9	6	5	4	9	10	5	57	3	3	3	66
	4%	4%	4%	8%	4%	3%	4%	1%	-	5%	5%	4%	4%	4%	7%	4%	3%	4%	4%	2%	4%	4%
				BCDE						A	A	A	A	A	A	A	a					
To an extent (7-10)	1536	661	875	246	334	418	360	179	98	202	180	126	118	83	121	217	134	1278	78	108	72	1536
	93%	92%	94%	89%	93%	95%	93%	94%	100%	89%	93%	94%	94%	93%	92%	92%	95%	93%	96%	90%	92%	93%
				A	A	a	a		BCDEFGHI							B						
Mean Score	9.00	8.91	9.07	8.70	8.91	9.12	9.13	9.07	9.44	8.90	8.82	8.93	9.14	9.01	8.95	8.84	9.30	9.00	9.45	8.83	8.88	9.00
			a			AB	Ab	a	BCDeFGH				c			BCdFGH		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.	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		1656	778	120	122	33	12	32	63	461
Weighted Total		1653	768	118	118	35	11	32	62	471
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	15	3	1	-	-	1	-	-	9
		1%	*	1%	-	-	9%	-	-	2%
						ABCdfGh				A
(1.0)		4	-	-	-	-	-	-	1	2
		*	-	-	-	-	-	-	2%	*
									A	a
(2.0)		8	1	-	2	1	-	1	-	3
		*	*	-	2%	3%	-	3%	-	1%
					A	Ab		Abh		
(3.0)		6	5	-	-	-	-	-	-	1
		*	1%	-	-	-	-	-	-	*
(4.0)		13	4	3	-	-	-	-	-	5
		1%	*	2%	-	-	-	-	-	1%
				Ac						
(5.0)		26	14	3	3	-	-	1	1	3
		2%	2%	2%	3%	-	-	3%	2%	1%
			h	h	h					
(6.0)		28	12	3	-	3	1	1	2	6
		2%	2%	3%	-	7%	8%	3%	3%	1%
				c		ACH	aCH	C	C	
(7.0)		92	51	7	6	3	-	5	3	14
		6%	7%	6%	5%	9%	-	16%	5%	3%
			H			H		AbCgH		
(8.0)		227	118	19	13	6	2	5	4	53
		14%	15%	16%	11%	17%	17%	16%	6%	11%
			GH	g		g				
(9.0)		299	148	18	24	2	1	4	14	86
		18%	19%	15%	20%	7%	9%	12%	23%	18%
			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 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.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker	Ret ired
			a	b	c	d	e	f	g	h
Significance Level: 90%			A	B	C	D	E	F	G	H
Significance Level: 95%										
Unweighted Total		1656	778	120	122	33	12	32	63	461
Weighted Total		1653	768	118	118	35	11	32	62	471
		100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent		920	408	63	67	19	7	15	37	284
		56%	53%	53%	57%	54%	57%	46%	60%	60%
										A
Don't know		15	2	2	4	1	-	-	-	6
		1%	*	2%	3%	3%	-	-	-	1%
				A	A	A				A
Not Stated		2	2	-	-	-	-	-	-	-
		*	*	-	-	-	-	-	-	-
<b>Nets</b>										
To no extent (0-3)		33	9	1	2	1	1	1	1	15
		2%	1%	1%	2%	3%	9%	3%	2%	3%
							AB			A
Neutral (4-6)		66	30	9	3	3	1	2	3	14
		4%	4%	7%	3%	7%	8%	6%	5%	3%
				acH						
To an extent (7-10)		1536	726	107	109	31	10	29	58	437
		93%	94%	90%	93%	87%	83%	90%	94%	93%
			bde							
Mean Score		9.00	9.02	8.87	9.15	8.76	8.37	8.53	9.16	9.06
			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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
		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		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	15 1%	1 *	3 1%	1 *	4 1%	3 2% c	1 1%	1 *	5 1%	6 2% ab	- -	- -	3 2% e	3 1%	- -	2 1%	- -	15 1%	- -
	(1.0)	4 *	- -	- -	1 *	- -	- -	1 1% b	- -	3 *	- -	- -	- -	1 1%	- -	- -	- -	1 *	4 *	- -
	(2.0)	8 *	- -	3 1%	- -	4 1% ac	1 1%	- -	1 *	4 *	2 1%	- -	- -	2 1%	1 *	1 1%	1 1%	2 1%	7 *	1 2%
	(3.0)	6 *	1 *	3 1%	2 1%	- -	- -	- -	1 *	2 *	1 *	- -	- -	- -	- -	- -	- -	- -	4 *	2 5% A
	(4.0)	13 1%	2 1%	1 *	4 1% b	3 1%	1 1%	- -	1 *	6 1%	3 1%	1 1%	- -	1 1%	3 1%	- -	1 1%	1 *	8 1%	4 10% A
	(5.0)	26 2%	5 2%	7 2%	5 2%	2 1%	1 1%	4 3% d	6 2%	10 1%	4 1%	2 3%	- -	1 1%	2 1%	1 1%	2 1%	5 2% b	18 1%	7 17% A
	(6.0)	28 2%	- -	6 1% a	5 2% A	7 2% A	2 2% a	4 3% A	2 1%	19 2% a	4 1%	2 3%	- -	3 2%	6 2%	- -	2 1%	2 1%	26 2%	2 5%
	(7.0)	92 6%	14 6%	28 6%	15 5%	17 5%	5 4%	9 7%	21 7%	47 6%	15 4%	4 5%	- -	10 5%	13 5%	5 8%	6 4%	12 6%	80 5%	9 21% A
	(8.0)	227 14%	40 18% cD	62 14%	35 12%	32 10%	16 13%	17 13%	37 13%	106 13%	57 16%	10 13%	- -	19 10%	34 12%	11 17%	22 13%	35 17% Ab	223 14% b	2 5%
	(9.0)	299 18%	43 19%	96 21% E	46 16%	56 18%	18 14%	22 16%	54 18%	145 18%	61 18%	12 17%	- -	28 15%	55 19%	13 21%	33 19%	35 17%	291 18%	7 17%

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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
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		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
100%		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent		920	113	235	159	181	81	77	169	440	191	42	1	112	172	30	100	111	908	8
56%		51%	52%	57%	59%	62%	57%	57%	55%	55%	57%	100%	61%	59%	48%	59%	54%	57%	19%	
					ab	AB							c					B		
Don't know		15	2	5	5	1	2	-	1	10	2	1	-	3	3	1	2	1	15	-
1%		1%	1%	2%	*	2%	-	*	1%	1%	1%	-	2%	1%	2%	1%	*	1%	-	
					d															
Not Stated		2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
*		*	*	-	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
															aBe					
<b>Nets</b>																				
To no extent (0-3)		33	2	9	4	8	4	2	3	14	9	-	-	6	4	1	3	3	30	3
2%		1%	2%	2%	2%	3%	1%	1%	2%	3%	-	-	3%	1%	1%	2%	1%	2%	7%	A
Neutral (4-6)		66	7	14	13	12	4	8	9	35	11	5	-	5	11	1	5	8	52	13
4%		3%	3%	5%	4%	3%	6%	3%	4%	3%	7%	-	3%	4%	1%	3%	4%	3%	32%	A
To an extent (7-10)		1536	210	421	254	285	120	126	282	738	324	68	1	169	274	59	162	193	1501	25
93%		95%	94%	92%	93%	92%	93%	96%	92%	94%	92%	100%	92%	94%	94%	94%	94%	94%	94%	62%
								b										B		
Mean Score		9.00	9.01	9.00	9.04	9.03	9.05	8.97	9.11	9.01	8.97	9.08	10.00	9.05	9.13	8.99	9.14	9.01	9.06	6.97
																		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

		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 conf ident	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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	15	15	-	-	-	13	2	13	2	11	-	11	-	14	1	3	12
		1%	1%	-	-	-	1%	4%	1%	8%	1%	-	1%	-	1%	2%	2%	1%
	(1.0)	4	4	-	-	-	1	3	1	3	3	1	2	1	3	1	-	4
		*	*	-	-	-	*	5%	*	10%	*	1%	*	3%	*	1%	-	*
	(2.0)	8	8	-	-	-	3	5	4	4	7	1	3	4	5	3	1	7
		*	*	-	-	-	*	8%	*	13%	1%	*	*	10%	*	3%	1%	*
	(3.0)	6	6	-	-	-	3	3	4	2	4	-	3	1	4	-	1	5
		*	*	-	-	-	*	5%	*	7%	*	-	*	3%	*	-	1%	*
	(4.0)	13	13	-	-	-	7	6	9	3	9	1	5	4	9	3	3	9
		1%	1%	-	-	-	*	10%	1%	11%	1%	*	*	11%	1%	3%	2%	1%
	(5.0)	26	26	-	-	-	15	10	19	6	16	6	13	3	15	10	5	21
		2%	2%	-	-	-	1%	18%	1%	20%	1%	3%	1%	8%	1%	11%	3%	1%
	(6.0)	28	28	-	-	-	23	5	26	1	24	3	21	2	26	1	6	22
		2%	2%	-	-	-	1%	9%	2%	4%	2%	1%	2%	6%	2%	1%	4%	1%
	(7.0)	92	92	-	-	-	83	9	87	4	61	14	58	4	73	9	17	74
		6%	6%	-	-	-	5%	15%	5%	14%	5%	7%	5%	11%	5%	10%	11%	5%
	(8.0)	227	227	-	-	-	220	7	225	1	162	27	162	4	198	10	29	198
		14%	14%	-	-	-	14%	12%	14%	3%	14%	13%	14%	11%	14%	12%	18%	13%

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 treatment

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
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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)		299	299	-	-	-	298	1	295	-	215	44	215	2	270	11	28	271
		18%	18%	-	-	-	19%	2%	18%	-	18%	22%	19%	6%	18%	13%	18%	18%
							B		B				B					
To a great extent		920	920	-	-	-	915	4	916	1	661	106	649	10	830	34	59	861
		56%	56%	-	-	-	57%	7%	57%	4%	56%	52%	56%	27%	57%	40%	38%	57%
							B		B				B		B		A	
Don't know		15	15	-	-	-	11	2	13	2	10	1	5	2	11	3	3	12
		1%	1%	-	-	-	1%	4%	1%	7%	1%	1%	*	5%	1%	3%	2%	1%
							A		A				A		A			
Not Stated		2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
		*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																		
To no extent (0-3)		33	33	-	-	-	20	13	22	11	25	2	19	6	26	5	5	28
		2%	2%	-	-	-	1%	23%	1%	38%	2%	1%	2%	16%	2%	6%	3%	2%
								A		A				A		A		
Neutral (4-6)		66	66	-	-	-	45	21	54	10	49	10	39	9	50	14	14	52
		4%	4%	-	-	-	3%	37%	3%	35%	4%	5%	3%	25%	3%	16%	9%	3%
								A		A				A		A		
To an extent (7-10)		1536	1536	-	-	-	1516	21	1522	6	1099	191	1084	20	1371	64	132	1404
		93%	93%	-	-	-	95%	37%	94%	21%	93%	94%	94%	54%	94%	75%	86%	94%
							B		B				B		B		A	
Mean Score		9.00	9.00	-	-	-	9.13	5.33	9.09	4.11	9.00	8.99	9.07	6.69	9.07	7.91	8.34	9.07
							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

		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		1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total		1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	15	14	-	-	-	-	-	1	1	11	-	2	2	11	-	-
		1%	1%	-	-	-	-	-	*	*	1%	-	1%	1%	1%	-	-
	(1.0)	4	2	-	-	-	1	1	-	1	3	1	-	1	2	1	-
		*	*	-	-	-	14% ACF	1%	-	*	*	1%	-	*	*	1%	-
	(2.0)	8	7	-	1	-	-	1	1	1	7	1	-	1	6	1	-
		*	*	-	1%	-	-	1%	*	*	1%	*	-	*	1%	1%	-
	(3.0)	6	4	1	1	-	-	2	-	1	4	-	2	-	4	-	-
		*	*	5% A	1%	-	-	1% A	-	*	*	-	1% d	-	*	-	-
	(4.0)	13	12	-	-	-	-	-	2	4	9	1	2	1	9	-	-
		1%	1%	-	-	-	-	-	1%	1%	1%	*	1%	*	1%	-	-
	(5.0)	26	22	1	2	-	-	3	4	6	16	6	4	5	12	5	1
		2%	1%	6%	2%	-	-	2%	2%	2%	1%	3% a	2%	2%	1%	3% A	5%
	(6.0)	28	19	1	5	1	-	7	6	5	24	3	2	3	22	1	1
		2%	1%	6%	5% A	6% a	-	5% A	2%	1%	2%	1%	1%	1%	2%	1%	5% b
	(7.0)	92	73	1	12	3	-	16	18	23	61	14	16	17	53	10	1
		6%	5%	6%	13% A	19% A	-	12% A	7%	6%	5%	7%	8%	6%	5%	7%	6%
(8.0)	227	204	2	12	3	2	19	34	48	162	27	24	42	146	19	-	
	14%	14%	11%	13%	20%	28%	14%	13%	13%	14%	13%	12%	15%	14% c	13% 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	299	268	3	19	2	2	26	60	66	215	44	39	47	184	33	2
	18%	18%	16%	21%	12%	30%	19%	24%	18%	18%	22%	19%	17%	18%	23%	11%
To a great extent	920	843	9	40	7	2	59	127	219	661	106	106	161	585	75	11
	56%	57%	51%	44%	44%	28%	44%	50%	58%	56%	52%	52%	58%	56%	52%	61%
		CF							A							
Don't know	15	15	-	-	-	-	-	1	1	10	1	7	-	8	-	2
	1%	1%	-	-	-	-	-	*	*	1%	1%	3%	-	1%	-	12%
												ABD				AB
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	33	27	1	2	-	1	4	2	4	25	2	4	4	23	2	-
	2%	2%	5%	2%	-	14%	3%	1%	1%	2%	1%	2%	2%	2%	1%	-
						Ac										
Neutral (4-6)	66	52	2	7	1	-	10	12	15	49	10	8	9	43	6	2
	4%	4%	11%	8%	6%	-	7%	5%	4%	4%	5%	4%	3%	4%	4%	11%
			a	A			A									
To an extent (7-10)	1536	1387	15	83	15	6	119	240	356	1099	191	186	267	967	137	14
	93%	94%	84%	90%	94%	86%	90%	94%	95%	93%	94%	91%	95%	93%	94%	77%
		bf											C	C	C	
Mean Score	9.00	9.05	8.58	8.66	8.68	7.88	8.61	8.99	9.10	9.00	8.99	8.94	9.06	9.00	8.99	9.13
		CeF														

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

		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		1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total		1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
		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)	20	6	14	3	5	1	4	8	-	4	1	1	-	-	-	4	1	11	-	7	3	20
		1%	1%	1%	1%	1%	*	1%	4%	-	2%	1%	1%	-	-	-	2%	1%	1%	-	6%	3%	1%
						C			ABCD												ABE	A	
	(1.0)	3	2	1	1	1	1	-	-	-	1	1	-	-	-	-	1	-	3	-	-	-	3
		*	*	*	*	*	*	-	-	-	*	1%	-	-	-	-	*	-	*	-	-	-	*
	(2.0)	11	3	8	1	5	3	2	-	-	4	2	-	-	-	2	1	1	10	-	1	-	11
		1%	*	1%	*	1%	1%	*	-	-	2%	1%	-	-	-	2%	*	1%	1%	-	1%	-	1%
	(3.0)	14	7	7	3	1	4	5	1	1	4	3	-	1	1	-	2	-	12	1	1	-	14
		1%	1%	1%	1%	*	1%	1%	1%	1%	2%	2%	-	1%	1%	-	1%	-	1%	1%	1%	-	1%
	(4.0)	9	4	6	-	-	6	4	-	-	-	2	2	1	1	1	1	-	8	-	1	1	9
		1%	1%	1%	-	-	1%	1%	-	-	-	1%	1%	1%	1%	1%	*	-	1%	-	1%	1%	1%
	(5.0)	42	29	13	13	8	11	8	1	1	1	7	5	2	4	6	8	3	37	1	-	4	42
		3%	4%	1%	5%	2%	3%	2%	1%	1%	*	4%	4%	2%	4%	4%	3%	2%	3%	1%	-	5%	3%
			B		bDE							B	B		B	B	B		c			C	c
	(6.0)	38	14	24	13	10	7	9	-	2	4	2	4	3	3	4	6	4	32	2	3	1	38
		2%	2%	3%	5%	3%	1%	2%	-	2%	2%	1%	3%	2%	3%	3%	3%	3%	2%	3%	3%	2%	2%
					CdE	E		e															
	(7.0)	111	63	48	27	24	28	22	10	5	20	18	13	4	5	12	17	7	102	2	2	5	111
		7%	9%	5%	10%	7%	6%	6%	5%	5%	9%	9%	10%	3%	6%	9%	7%	5%	7%	3%	2%	6%	7%
			B		cD						E	E	E			e			bC			c	C
	(8.0)	306	136	170	60	80	69	64	33	18	34	40	19	28	23	23	46	28	259	16	18	14	306
		19%	19%	18%	22%	22%	16%	17%	17%	19%	15%	21%	14%	22%	25%	18%	19%	20%	19%	19%	15%	18%	19%
	(9.0)	212	98	115	36	46	62	51	16	9	31	26	24	16	13	24	25	16	183	6	18	6	212
		13%	14%	12%	13%	13%	14%	13%	8%	9%	14%	14%	18%	12%	14%	18%	11%	11%	13%	8%	15%	7%	13%
					e							AH				aH							
	(10.0)	859	342	516	117	170	235	218	119	62	120	89	62	69	40	59	119	75	693	53	68	45	859
		52%	48%	55%	42%	47%	54%	56%	62%	63%	53%	46%	47%	55%	44%	45%	51%	53%	50%	65%	56%	57%	52%
			A				Ab	AB	ABc	bCDFGH									AE				
To a great extent																							

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	26	13	13	4	6	10	3	2	-	3	3	3	2	1	1	6	5	24	-	2	-	26
	2%	2%	1%	1%	2%	2%	1%	1%	-	1%	2%	2%	2%	1%	1%	3%	4%	2%	-	2%	-	2%
						d											a					
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	48	19	29	8	12	8	10	9	1	13	7	1	1	1	2	8	2	36	1	9	3	48
	3%	3%	3%	3%	3%	2%	3%	5%	1%	6%	4%	1%	1%	1%	2%	3%	1%	3%	1%	7%	3%	3%
								C		aDEfgI										ABE		
Neutral (4-6)	89	46	43	26	18	24	20	1	3	5	11	11	6	8	11	15	7	76	3	4	6	89
	5%	6%	5%	9%	5%	5%	5%	1%	3%	2%	6%	8%	5%	9%	8%	6%	5%	6%	4%	3%	8%	5%
				BCDE	E	E	E				b	B		aB	aB	B						
To an extent (7-10)	1488	639	849	240	321	394	355	178	94	204	173	118	116	80	117	207	126	1236	77	106	69	1488
	90%	89%	91%	86%	90%	90%	91%	93%	96%	90%	89%	89%	93%	89%	90%	88%	90%	90%	95%	88%	89%	90%
							A	A	bcDfgHi											c		
Mean Score	8.78	8.67	8.86	8.47	8.66	8.90	8.90	8.90	9.19	8.69	8.59	8.74	9.03	8.69	8.67	8.66	8.95	8.77	9.21	8.64	8.66	8.78
			A			Ab	Ab	A	BCDFGH				Cfgh				c		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 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.	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		1656	778	120	122	33	12	32	63	461
Weighted Total		1653	768	118	118	35	11	32	62	471
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	20	3	1	2	-	-	-	-	13
		1%	*	1%	2%	-	-	-	-	3%
	(1.0)	3	1	-	-	-	1	-	-	-
		*	*	-	-	-	8%	-	-	-
						ABCGH				
	(2.0)	11	5	-	1	1	-	1	2	1
		1%	1%	-	1%	3%	-	3%	3%	*
						bH		abH	ABH	
	(3.0)	14	7	2	1	-	-	-	-	4
		1%	1%	2%	1%	-	-	-	-	1%
	(4.0)	9	2	1	1	-	-	-	1	4
		1%	*	1%	1%	-	-	-	2%	1%
									a	
	(5.0)	42	21	3	3	2	-	2	2	9
		3%	3%	3%	2%	6%	-	6%	3%	2%
						h		h		
	(6.0)	38	21	4	2	2	-	1	1	5
		2%	3%	3%	2%	7%	-	3%	2%	1%
			H	h		H				
	(7.0)	111	64	9	7	5	1	4	1	20
		7%	8%	7%	6%	14%	9%	13%	2%	4%
			gH			cGH		GH		
	(8.0)	306	153	28	22	5	4	5	7	73
		19%	20%	24%	19%	13%	34%	16%	11%	16%
			gh	GH			Gh			
	(9.0)	212	106	14	14	4	-	6	9	58
		13%	14%	11%	12%	12%	-	19%	15%	12%
To a great extent	(10.0)	859	369	56	62	16	6	13	38	278
		52%	48%	47%	53%	45%	48%	40%	62%	59%
								AbF	ABF	

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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
26	15	1	3	-	-	-	1	6
2%	2%	1%	3%	-	-	-	2%	1%
2	2	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
48	16	3	4	1	1	1	2	18
3%	2%	3%	3%	3%	8%	3%	3%	4%
								a
89	44	8	6	5	-	3	4	17
5%	6%	7%	5%	13% aH	-	9%	6%	4%
1488	692	106	105	30	11	28	55	430
90%	90%	90%	89%	84%	92%	87%	89%	91%
8.78	8.76	8.66	8.77	8.39	8.30	8.41	8.98	8.89

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

		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 degen eration	Cataracts	Astigmatism	Confid ent	Not confid ent	
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42	
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	20	3	5	1	3	5	-	2	9	7	1	-	6	5	-	1	2	18	2
		1%	1%	1%	*	1%	4%	-	1%	1%	2%	2%	-	3%	2%	-	1%	1%	1%	5%
	(1.0)	3	-	1	-	-	-	1	-	2	-	-	-	-	1	-	-	-	2	1
		*	-	*	-	-	-	1%	-	*	-	-	-	-	*	-	-	-	*	2%
	(2.0)	11	1	3	1	3	2	1	2	6	2	-	-	1	-	-	-	1	9	2
		1%	*	1%	*	1%	2%	1%	1%	1%	1%	-	-	1%	-	-	-	*	1%	5%
	(3.0)	14	2	5	3	-	2	1	-	7	4	1	-	1	2	-	1	1	11	3
		1%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	-	1%	1%	-	1%	*	1%	7%
	(4.0)	9	-	2	1	2	2	2	-	2	3	2	-	1	3	-	1	-	9	1
		1%	-	*	*	1%	1%	1%	-	*	1%	3%	-	1%	1%	-	1%	-	1%	2%
	(5.0)	42	8	10	10	4	3	6	12	17	7	4	-	6	6	-	2	7	36	6
		3%	4%	2%	4%	1%	2%	4%	4%	2%	2%	5%	-	3%	2%	-	1%	3%	2%	15%
	(6.0)	38	7	9	5	7	3	2	8	22	4	-	-	5	6	2	5	4	31	6
		2%	3%	2%	2%	2%	2%	2%	3%	3%	1%	-	-	3%	2%	3%	3%	2%	2%	14%
	(7.0)	111	10	39	18	27	3	4	15	55	27	4	-	8	15	5	6	15	107	2
7%		5%	9%	6%	9%	2%	3%	5%	7%	8%	5%	-	4%	5%	8%	4%	7%	7%	4%	
(8.0)	306	48	89	48	49	22	21	53	156	60	17	-	24	61	12	32	38	298	7	
	19%	22%	20%	17%	16%	17%	16%	18%	20%	17%	22%	-	13%	21% A	20%	19%	19%	19%	18%	
(9.0)	212	28	66	42	40	14	12	40	104	49	7	-	20	30	4	22	29	208	4	
	13%	13%	15% f	15% f	13%	11%	9%	14%	13%	14%	9%	-	11%	10%	6%	13%	14% c	13%	9%	

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 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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	859	109	216	139	168	73	83	158	407	177	38	1	107	159	35	100	106	848	6
	52%	49%	48%	50%	55%	56%	61%	53%	51%	51%	51%	100%	59%	54%	55%	58%	52%	53%	14%
					b		ABC											B	
Don't know	26	5	5	8	5	1	2	6	10	6	1	-	3	4	4	1	2	24	2
	2%	2%	1%	3%	2%	1%	2%	2%	1%	2%	1%	-	2%	1%	6%	1%	1%	1%	5%
					b										aBDE			a	
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
															aBe				
<b>Nets</b>																			
To no extent (0-3)	48	6	14	5	6	9	3	4	24	13	2	-	8	8	-	2	4	40	8
	3%	3%	3%	2%	2%	7%	2%	1%	3%	4%	3%	-	4%	3%	-	1%	2%	2%	19%
						abCDf				a			cd					A	
Neutral (4-6)	89	15	21	16	12	8	10	20	40	14	6	-	12	15	2	8	11	75	13
	5%	7%	5%	6%	4%	6%	8%	7%	5%	4%	8%	-	7%	5%	3%	5%	5%	5%	31%
																		A	
To an extent (7-10)	1488	196	409	248	283	112	120	266	722	313	65	1	160	265	56	160	189	1460	19
	90%	88%	91%	89%	93%	86%	89%	90%	90%	91%	88%	100%	87%	91%	89%	93%	92%	91%	45%
					aE											a		B	
Mean Score	8.78	8.73	8.71	8.85	8.91	8.57	8.94	8.90	8.77	8.73	8.62	10.00	8.77	8.81	9.10	9.07	8.85	8.84	6.23
					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.

## You felt your views were listened to

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 conf ident	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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	20	20	-	-	-	14	6	15	4	15	1	12	3	15	5	3	17
		1%	1%	-	-	-	1%	11%	1%	15%	1%	1%	1%	8%	1%	6%	2%	1%
								A		A				A		A		
(1.0)	3	3	-	-	-	2	1	1	2	2	-	2	-	2	-	-	-	3
	*	*	-	-	-	*	2%	*	7%	*	-	*	-	*	-	-	-	*
							A		A					A		A		
(2.0)	11	11	-	-	-	4	7	7	4	9	2	4	5	5	6	1	10	
	1%	1%	-	-	-	*	12%	*	14%	1%	1%	*	14%	*	7%	1%	1%	
							A		A				A		A			
(3.0)	14	14	-	-	-	6	7	9	5	9	1	7	3	8	3	-	14	
	1%	1%	-	-	-	*	13%	1%	16%	1%	*	1%	8%	1%	3%	-	1%	
							A		A				A		A			
(4.0)	9	9	-	-	-	6	4	9	-	7	1	4	3	7	2	1	8	
	1%	1%	-	-	-	*	7%	1%	-	1%	*	*	8%	*	2%	1%	1%	
							A						A		A			
(5.0)	42	42	-	-	-	31	10	34	6	29	11	27	4	31	8	9	33	
	3%	3%	-	-	-	2%	18%	2%	20%	2%	5%	2%	12%	2%	9%	6%	2%	
							A		A		A		A		A	B		
(6.0)	38	38	-	-	-	35	3	36	2	21	5	22	-	32	4	9	29	
	2%	2%	-	-	-	2%	5%	2%	7%	2%	2%	2%	-	2%	5%	6%	2%	
							a		a							B		
(7.0)	111	111	-	-	-	108	3	106	5	81	12	77	4	95	6	13	98	
	7%	7%	-	-	-	7%	5%	7%	17%	7%	6%	7%	11%	6%	7%	9%	7%	
							A		A									
(8.0)	306	306	-	-	-	297	8	303	-	222	40	214	5	275	11	39	267	
	19%	19%	-	-	-	19%	14%	19%	-	19%	20%	19%	13%	19%	13%	25%	18%	
							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 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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	212	212	-	-	-	210	2	210	-	158	30	157	2	194	10	22	190
	13%	13%	-	-	-	13%	4%	13%	-	13%	15%	14%	6%	13%	11%	14%	13%
						B		B									
To a great extent	(10.0)	859	859	-	-	855	4	856	-	615	98	606	7	774	29	53	805
	52%	52%	-	-	-	54%	7%	53%	-	52%	48%	53%	18%	53%	34%	35%	54%
						B		B				B		B		A	
Don't know	26	26	-	-	-	24	1	25	1	15	4	14	1	21	2	3	23
	2%	2%	-	-	-	1%	2%	2%	3%	1%	2%	1%	3%	1%	2%	2%	2%
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
To no extent (0-3)	48	48	-	-	-	26	22	32	15	35	4	25	11	30	14	4	44
	3%	3%	-	-	-	2%	39%	2%	52%	3%	2%	2%	30%	2%	16%	3%	3%
							A		A				A		A		
Neutral (4-6)	89	89	-	-	-	72	17	79	8	56	17	52	7	69	14	19	70
	5%	5%	-	-	-	5%	30%	5%	27%	5%	8%	5%	19%	5%	16%	13%	5%
							A		A		A		A		A	B	
To an extent (7-10)	1488	1488	-	-	-	1470	17	1475	5	1076	179	1055	17	1337	56	128	1360
	90%	90%	-	-	-	92%	30%	92%	17%	91%	88%	92%	48%	92%	65%	83%	91%
						B		B				B		B		A	
Mean Score	8.78	8.78	-	-	-	8.92	4.73	8.88	3.62	8.79	8.71	8.87	5.72	8.88	7.18	8.23	8.83
						B		B				B		B		A	

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 felt your views were listened to

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		1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total		1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	20	19	-	-	-	-	-	-	2	15	1	2	3	15	-	-
		1%	1%	-	-	-	-	-	-	1%	1%	1%	1%	1%	1%	-	-
	(1.0)	3	1	-	1	-	-	1	-	-	2	-	-	1	2	-	-
		*	*	-	1%	-	-	1%	-	-	*	-	-	*	*	-	-
					A			A									
	(2.0)	11	9	-	1	-	1	2	2	3	9	2	1	1	7	2	-
		1%	1%	-	1%	-	14%	2%	1%	1%	1%	1%	*	*	1%	1%	-
							ACF										
	(3.0)	14	13	1	-	-	-	1	1	4	9	1	2	2	9	1	-
		1%	1%	5%	-	-	-	1%	*	1%	1%	*	1%	1%	1%	1%	-
				AC													
	(4.0)	9	8	-	-	-	-	-	-	-	7	1	3	-	7	-	-
		1%	1%	-	-	-	-	-	-	-	1%	*	1%	-	1%	-	-
													d				
	(5.0)	42	35	2	5	-	-	7	9	11	29	11	5	6	22	10	-
		3%	2%	11%	5%	-	-	5%	4%	3%	2%	5%	2%	2%	2%	7%	-
			A	a			A				Ad			A			
(6.0)	38	29	-	5	1	1	7	7	10	21	5	8	11	17	5	-	
	2%	2%	-	5%	6%	14%	5%	3%	3%	2%	2%	4%	4%	2%	3%	-	
				A		A	A					a	A				
(7.0)	111	101	2	5	2	1	10	19	26	81	12	16	15	74	7	3	
	7%	7%	11%	5%	12%	14%	7%	8%	7%	7%	6%	8%	5%	7%	5%	16%	
															b		
(8.0)	306	272	3	19	3	1	26	55	63	222	40	35	56	193	26	5	
	19%	18%	17%	21%	20%	14%	20%	22%	17%	19%	20%	17%	20%	19%	18%	27%	

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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	212	188	1	17	2	1	21	38	56	158	30	24	30	138	22	1
	13%	13%	5%	18%	12%	16%	16%	15%	15%	13%	15%	12%	11%	13%	15%	5%
To a great extent	859	781	9	39	8	2	59	122	195	615	98	102	151	543	71	9
(10.0)	52%	53%	51%	43%	50%	28%	44%	48%	52%	52%	48%	50%	54%	52%	49%	51%
	cf															
Don't know	26	26	-	-	-	-	-	1	5	15	4	6	4	14	2	-
	2%	2%	-	-	-	-	-	*	1%	1%	2%	3%	1%	1%	1%	-
												a				
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	48	42	1	2	-	1	4	3	9	35	4	5	7	33	3	-
	3%	3%	5%	2%	-	14%	3%	1%	2%	3%	2%	2%	3%	3%	2%	-
						ac										
Neutral (4-6)	89	73	2	10	1	1	14	16	21	56	17	15	16	46	15	-
	5%	5%	11%	11%	6%	14%	10%	6%	6%	5%	8%	8%	6%	4%	10%	-
				A			A				A	a			A	
To an extent (7-10)	1488	1341	15	80	15	5	116	235	340	1076	179	178	252	948	125	18
	90%	90%	84%	87%	94%	72%	87%	92%	90%	91%	88%	87%	90%	91%	86%	100%
		e								c				b		b
Mean Score	8.78	8.81	8.37	8.57	8.87	7.46	8.52	8.81	8.85	8.79	8.71	8.70	8.84	8.78	8.70	8.91
		ef														

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

		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		1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656			
Weighted Total		1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653			
		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)	24	12	12	6	3	4	3	7	-	3	2	-	-	-	-	5	2	12	2	7	3	24			
		1%	2%	1%	2%	1%	1%	1%	4%	-	1%	1%	-	-	-	-	2%	2%	1%	2%	6%	3%	1%			
									BCD								deg				AE	A				
	(1.0)	2	-	2	-	1	1	-	-	-	-	-	-	-	-	-	1	1	2	-	-	-	2			
		*	-	*	-	*	*	-	-	-	-	-	-	-	-	-	*	1%	*	-	-	-	*			
	(2.0)	12	8	4	4	2	2	2	2	1	3	2	1	1	1	-	-	1	10	-	2	-	12			
		1%	1%	*	1%	1%	*	*	1%	1%	1%	1%	1%	1%	1%	-	-	1%	1%	-	2%	-	1%			
			b								h															
	(3.0)	16	5	11	3	5	2	3	3	-	3	1	1	3	-	1	4	1	14	-	2	-	16			
		1%	1%	1%	1%	1%	*	1%	2%	-	1%	1%	1%	2%	-	1%	2%	1%	1%	-	2%	-	1%			
	(4.0)	21	12	10	5	2	7	7	-	1	1	6	2	2	-	3	5	-	19	-	-	2	21			
		1%	2%	1%	2%	1%	2%	2%	-	1%	*	3%	1%	2%	-	2%	2%	-	1%	-	-	2%	1%			
					e			e				Bfl				i	i					c				
	(5.0)	75	37	38	18	12	20	15	10	4	14	7	3	2	6	11	15	7	68	3	3	2	75			
		5%	5%	4%	7%	3%	4%	4%	5%	4%	6%	4%	2%	2%	6%	8%	6%	5%	5%	4%	2%	2%	5%			
					b						e				e	cDE	dE									
	(6.0)	45	23	22	16	11	9	8	-	1	6	4	6	2	3	2	6	2	32	4	5	4	45			
		3%	3%	2%	6%	3%	2%	2%	-	1%	3%	2%	4%	2%	3%	1%	2%	1%	2%	5%	4%	5%	3%			
					CDE	E	e	e												a						
	(7.0)	112	63	49	25	27	26	22	12	5	17	14	9	7	13	7	17	8	97	6	4	5	112			
		7%	9%	5%	9%	7%	6%	6%	6%	5%	7%	7%	7%	6%	14%	5%	7%	6%	7%	7%	3%	6%	7%			
			B		d									AbcdEGHI												
	(8.0)	268	133	135	39	67	73	60	28	14	35	31	20	24	21	26	32	24	227	7	23	12	268			
		16%	19%	14%	14%	19%	17%	15%	15%	14%	15%	16%	15%	19%	23%	20%	14%	17%	17%	8%	19%	15%	16%			
			B												H				B		B		b			
	(9.0)	250	113	137	42	53	68	61	25	11	40	34	25	18	10	22	32	20	212	9	16	13	250			
		15%	16%	15%	15%	15%	16%	16%	13%	11%	17%	18%	19%	14%	11%	17%	13%	14%	15%	11%	13%	16%	15%			
	(10.0)	794	300	494	116	165	219	200	94	58	100	86	65	64	37	57	116	67	651	49	56	38	794			
		48%	42%	53%	42%	46%	50%	51%	49%	60%	44%	45%	49%	51%	41%	43%	49%	48%	47%	61%	47%	49%	48%			
To a great extent				A			A	A	BCdFGhi													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 involved in decisions about your care

Base: All who have ever been to the opticians

		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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	32	11	22	3	8	6	7	8	2	4	5	1	2	-	2	4	7	28	1	3	1	32
	2%	2%	2%	1%	2%	1%	2%	4%	2%	2%	3%	1%	2%	-	2%	2%	5%	2%	1%	2%	1%	2%
								AC									bdFh					
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
To no extent (0-3)	54	25	29	13	12	9	7	13	1	9	5	2	4	1	1	10	5	38	2	11	3	54
	3%	4%	3%	5%	3%	2%	2%	7%	1%	4%	3%	2%	3%	1%	1%	4%	4%	3%	2%	9%	3%	3%
				cD				bCD		g						g				ABE		
Neutral (4-6)	141	71	70	39	25	35	31	10	6	20	17	11	6	9	16	26	9	119	7	8	7	141
	9%	10%	7%	14%	7%	8%	8%	5%	6%	9%	9%	8%	5%	10%	12%	11%	6%	9%	9%	6%	9%	9%
		b		BCDE											Ei	e						
To an extent (7-10)	1423	609	814	222	312	386	343	159	89	192	167	119	113	80	112	196	119	1186	71	99	67	1423
	86%	85%	87%	80%	87%	88%	88%	84%	91%	85%	86%	89%	90%	89%	86%	83%	85%	86%	87%	82%	86%	86%
				A	A	A	A		h			h	h									
Mean Score	8.60	8.40	8.76	8.22	8.62	8.72	8.78	8.45	9.04	8.49	8.57	8.80	8.81	8.46	8.59	8.45	8.65	8.62	8.88	8.24	8.57	8.60
		A		A	A	A	Ae		BCFGH									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

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.	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		1656	778	120	122	33	12	32	63	461
Weighted Total		1653	768	118	118	35	11	32	62	471
		100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	24	7	-	4	-	2	-	-	9
		1%	1%	-	3%	-	17%	-	-	2%
					AB	ABCDFGH				
(1.0)	2	-	1	-	-	-	-	-	-	1
	*	-	1%	-	-	-	-	-	-	*
				A						
(2.0)	12	6	1	-	1	-	-	-	-	4
	1%	1%	1%	-	3%	-	-	-	-	1%
					c					
(3.0)	16	3	1	-	1	-	1	1	7	
	1%	*	1%	-	3%	-	3%	2%	1%	
					Ac		AC		A	
(4.0)	21	8	-	3	2	-	1	-	7	
	1%	1%	-	2%	6%	-	3%	-	1%	
					b	ABgh		b		
(5.0)	75	32	8	5	2	2	2	5	18	
	5%	4%	7%	4%	6%	15%	6%	8%	4%	
						ach				
(6.0)	45	23	4	1	6	-	2	-	8	
	3%	3%	3%	1%	17%	-	6%	-	2%	
					ABCGH		cGh			
(7.0)	112	58	12	10	-	-	4	2	24	
	7%	8%	10%	8%	-	-	12%	3%	5%	
			h	dgH	d		Dgh			
(8.0)	268	136	22	20	5	1	3	10	63	
	16%	18%	18%	17%	14%	9%	10%	17%	13%	
			H							
(9.0)	250	134	14	16	2	1	6	10	66	
	15%	17%	12%	14%	7%	9%	19%	16%	14%	

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.	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	1656	778	120	122	33	12	32	63	461
Weighted Total	1653	768	118	118	35	11	32	62	471
	100%	100%	100%	100%	100%	100%	100%	100%	100%
To a great extent	794	349	54	56	16	6	12	34	251
	48%	45%	45%	47%	46%	50%	37%	54%	53%
									Af
Don't know	32	10	2	4	-	-	1	-	15
	2%	1%	2%	3%	-	-	3%	-	3%
				a					A
Not Stated	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
<b>Nets</b>									
To no extent (0-3)	54	16	3	4	2	2	1	1	21
	3%	2%	3%	3%	6%	17%	3%	2%	4%
					ABCGH				A
Neutral (4-6)	141	63	12	9	10	2	5	5	33
	9%	8%	10%	7%	28%	15%	16%	8%	7%
					ABCGH		h		
To an extent (7-10)	1423	677	101	101	23	8	25	56	403
	86%	88%	86%	86%	66%	68%	78%	91%	86%
		DEf	D	D			DEf	De	
Mean Score	8.60	8.65	8.51	8.50	7.93	7.26	8.20	8.90	8.67
		DE	e	e			DEf	dE	

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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
		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	
Significance Level: 90%																				
Significance Level: 95%																				
Unweighted Total		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	24	2	6	1	7	2	3	6	8	7	1	-	7	5	1	2	-	23	1
		1%	1%	1%	*	2%	2%	2%	2%	1%	2%	2%	-	4%	2%	2%	1%	-	1%	3%
						c		c						E	e	e	e			
	(1.0)	2	-	1	-	-	1	-	-	1	1	-	-	1	-	1	-	-	2	-
		*	-	*	-	-	1%	-	-	*	*	-	-	1%	-	2%	-	-	*	-
																Be				
	(2.0)	12	-	4	2	2	3	1	3	7	1	-	-	1	3	-	1	1	9	3
		1%	-	1%	1%	1%	2%	1%	1%	1%	*	-	-	*	1%	-	1%	*	1%	7%
							A													A
	(3.0)	16	2	1	4	-	2	1	1	8	2	-	-	1	3	1	2	2	15	-
		1%	1%	*	1%	-	1%	1%	*	1%	1%	-	-	1%	1%	1%	1%	1%	1%	-
					BD		bD													
	(4.0)	21	-	9	1	5	2	3	3	5	6	3	-	4	8	1	3	4	16	3
		1%	-	2%	*	2%	1%	2%	1%	1%	2%	4%	-	2%	3%	2%	2%	2%	1%	7%
				Ac		a	a	Ac			b	aB								A
(5.0)	75	16	15	13	9	2	13	10	31	19	6	-	7	9	3	6	5	65	10	
	5%	7%	3%	5%	3%	2%	9%	3%	4%	6%	8%	-	4%	3%	5%	4%	2%	4%	24%	
		BDE				BcDE				ab									A	
(6.0)	45	4	11	10	9	6	1	8	22	8	3	-	5	3	3	6	6	39	5	
	3%	2%	2%	3%	3%	5%	1%	3%	3%	2%	4%	-	3%	1%	5%	4%	3%	2%	12%	
						f									B	b			A	
(7.0)	112	15	28	23	25	9	4	21	58	21	4	1	10	22	5	4	9	108	2	
	7%	7%	6%	8%	8%	7%	3%	7%	7%	6%	5%	100%	5%	7%	8%	2%	4%	7%	5%	
				f	f										D	D				
(8.0)	268	40	86	35	43	19	22	35	136	64	13	-	29	47	10	25	43	262	6	
	16%	18%	19%	13%	14%	15%	16%	12%	17%	19%	17%	-	16%	16%	16%	14%	21%	16%	15%	
		c	Cd							A	A						d			
(9.0)	250	30	76	46	53	14	16	45	117	62	8	-	22	41	6	27	31	246	4	
	15%	13%	17%	17%	17%	11%	12%	15%	15%	18%	11%	-	12%	14%	9%	16%	15%	15%	10%	
					e															

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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
		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)	794	103	207	134	152	69	66	155	392	151	36	-	92	146	28	93	100	782	8
		48%	46%	46%	48%	50%	53%	49%	52%	49%	44%	49%	-	50%	50%	45%	54%	49%	49%	18%
									C	c									B	
Don't know		32	9	5	9	2	1	5	8	12	4	-	-	5	5	3	2	5	32	-
		2%	4%	1%	3%	1%	1%	4%	3%	2%	1%	-	-	3%	2%	5%	1%	3%	2%	-
			BDe		BD			BD												
Not Stated		2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
		*	*	*	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
																aBe				
Nets																				
To no extent (0-3)		54	4	12	7	9	8	5	11	23	11	1	-	10	11	3	5	3	49	4
		3%	2%	3%	3%	3%	6%	4%	4%	3%	3%	2%	-	5%	4%	5%	3%	1%	3%	10%
							Abc							E	e	e			A	
Neutral (4-6)		141	20	34	23	23	10	17	21	58	33	12	-	16	20	7	15	15	120	18
		9%	9%	8%	8%	7%	8%	13%	7%	7%	9%	16%	-	9%	7%	11%	9%	7%	8%	43%
							bd				ABc								A	
To an extent (7-10)		1423	188	397	238	272	111	108	255	703	298	61	1	152	255	49	149	182	1397	20
		86%	85%	88%	86%	89%	86%	80%	87%	88%	86%	82%	100%	83%	88%	78%	87%	89%	87%	47%
				F		F									C		aC	B		
Mean Score		8.60	8.65	8.62	8.70	8.67	8.54	8.42	8.70	8.69	8.49	8.44	7.00	8.43	8.60	8.30	8.78	8.82	8.66	6.55
																	aC		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

		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 conf ident	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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	24	24	-	-	-	19	4	20	3	13	1	11	2	18	3	3	21
		1%	1%	-	-	-	1%	8% A	1%	12% A	1%	*	1%	6% A	1%	3%	2%	1%
	(1.0)	2	2	-	-	-	2	-	2	-	2	-	2	-	2	-	-	2
		*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
	(2.0)	12	12	-	-	-	7	5	6	6	9	2	7	2	7	3	1	11
		1%	1%	-	-	-	*	9% A	*	20% A	1%	1%	1%	5% A	1%	3% A	1%	1%
	(3.0)	16	16	-	-	-	11	5	11	5	11	1	9	2	13	2	3	13
		1%	1%	-	-	-	1%	9% A	1%	17% A	1%	1%	1%	5% A	1%	2%	2%	1%
	(4.0)	21	21	-	-	-	16	5	17	4	14	3	14	1	16	3	4	17
		1%	1%	-	-	-	1%	8% A	1%	13% A	1%	1%	1%	3% a	1%	3%	3%	1%
	(5.0)	75	75	-	-	-	63	12	67	5	54	10	47	6	58	13	11	64
		5%	5%	-	-	-	4%	21% A	4%	17% A	5%	5%	4%	16% A	4%	15% A	7% b	4%
(6.0)	45	45	-	-	-	40	5	45	-	30	7	28	3	41	3	10	34	
	3%	3%	-	-	-	3%	8% A	3%	-	3%	3%	2%	8% A	3%	3%	7% B	2%	
(7.0)	112	112	-	-	-	105	6	109	1	77	13	74	4	93	7	11	100	
	7%	7%	-	-	-	7%	10%	7%	4%	6%	6%	6%	11%	6%	8%	7%	7%	
(8.0)	268	268	-	-	-	263	5	264	2	205	37	200	7	243	13	24	243	
	16%	16%	-	-	-	16%	9%	16%	7%	17%	18%	17%	19%	17%	15%	16%	16%	

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%																	
Unweighted Total	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	250	250	-	-	-	249	1	247	1	178	30	179	3	224	13	30	220
	15%	15%	-	-	-	16%	2%	15%	3%	15%	15%	16%	9%	15%	15%	20%	15%
						B		b									
To a great extent	794	794	-	-	-	787	7	793	-	575	100	562	6	721	23	54	741
	48%	48%	-	-	-	49%	12%	49%	-	49%	49%	49%	15%	49%	27%	35%	49%
						B		B				B		B		A	
Don't know	32	32	-	-	-	29	2	29	2	15	1	13	1	22	4	2	30
	2%	2%	-	-	-	2%	4%	2%	7%	1%	1%	1%	3%	2%	5%	1%	2%
							A		A						A		
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
To no extent (0-3)	54	54	-	-	-	40	14	40	14	35	4	29	6	41	7	7	47
	3%	3%	-	-	-	2%	25%	2%	49%	3%	2%	3%	16%	3%	8%	5%	3%
							A		A				A		A		
Neutral (4-6)	141	141	-	-	-	119	21	129	9	97	20	89	10	114	18	26	115
	9%	9%	-	-	-	7%	37%	8%	30%	8%	10%	8%	27%	8%	22%	17%	8%
							A		A				A		A	B	
To an extent (7-10)	1423	1423	-	-	-	1404	19	1413	4	1035	179	1016	20	1280	56	120	1304
	86%	86%	-	-	-	88%	34%	88%	15%	87%	88%	88%	54%	88%	65%	77%	87%
						B		B				B		B		A	
Mean Score	8.60	8.60	-	-	-	8.71	5.36	8.69	3.69	8.64	8.67	8.70	6.46	8.69	7.40	8.06	8.66
						B		B				B		B		A	

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 involved in decisions about your care

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		1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total		1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	24	22	-	-	-	-	-	2	1	13	1	5	6	12	1	-
		1%	2%	-	-	-	-	-	1%	*	1%	*	2% b	2%	1%	1%	-
(1.0)	2	2	-	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	-	*	*	-	-	-	*	-	-
(2.0)	12	10	-	2	-	-	-	2	1	3	9	2	1	3	8	1	-
	1%	1%	-	2%	-	-	-	2%	*	1%	1%	1%	*	1%	1%	1%	-
(3.0)	16	12	1	-	-	2	3	2	2	5	11	1	3	2	10	1	-
	1%	1%	5% AC	-	-	28% ACDF	2% a	1%	1%	1%	1%	1%	2%	1%	1%	1%	-
(4.0)	21	18	-	2	-	-	2	3	3	5	14	3	6	3	13	2	-
	1%	1%	-	2%	-	-	2%	1%	1%	1%	1%	1%	3% a	1%	1%	1%	-
(5.0)	75	68	1	4	1	-	6	10	10	14	54	10	13	11	44	10	3
	5%	5%	6%	4%	6%	-	4%	4%	4%	4%	5%	5%	7%	4%	4%	7%	16% A
(6.0)	45	37	2	4	1	-	7	12	12	13	30	7	5	10	26	5	-
	3%	2%	11% A	4%	6%	-	5% a	5%	5%	4%	3%	3%	2%	4%	2%	3%	-
(7.0)	112	97	3	6	3	1	13	19	19	30	77	13	15	19	69	9	-
	7%	7%	16% a	6%	19% a	14%	10%	8%	8%	8%	6%	6%	8%	7%	7%	6%	-
(8.0)	268	238	1	18	2	-	21	39	39	52	205	37	25	38	182	25	4
	16%	16%	6%	19%	14%	-	16%	15%	15%	14%	17% c	18%	12%	13%	17%	18%	22%

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

		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		1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total		1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)		250	221	2	19	3	2	26	51	58	178	30	34	36	161	22	1
		15%	15%	11%	21%	18%	30%	19%	20%	15%	15%	15%	17%	13%	15%	15%	5%
To a great extent	(10.0)	794	727	8	35	6	2	52	112	186	575	100	91	141	500	69	10
		48%	49%	45%	38%	38%	28%	39%	44%	49%	49%	49%	44%	50%	48%	48%	56%
		CF															
Don't know		32	29	-	2	-	-	2	3	8	15	1	6	11	15	-	-
		2%	2%	-	2%	-	-	2%	1%	2%	1%	1%	3%	4%	1%	-	-
												ab	AB				
Not Stated		2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
		*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
Nets																	
To no extent (0-3)		54	46	1	2	-	2	5	5	10	35	4	9	11	32	3	-
		3%	3%	5%	2%	-	28%	4%	2%	3%	3%	2%	4%	4%	3%	2%	-
						ACDF											
Neutral (4-6)		141	123	3	10	2	-	15	25	32	97	20	24	24	83	17	3
		9%	8%	17%	11%	12%	-	11%	10%	9%	8%	10%	12%	8%	8%	12%	16%
To an extent (7-10)		1423	1283	14	78	14	5	111	222	325	1035	179	165	234	911	125	15
		86%	86%	78%	85%	88%	72%	83%	87%	86%	87%	88%	81%	84%	87%	86%	84%
											Cd	c					
Mean Score		8.60	8.63	8.20	8.48	8.43	7.32	8.37	8.62	8.68	8.64	8.67	8.33	8.60	8.63	8.58	8.69
			e								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 not pressured to spend money

Base: All who have ever been to the opticians

		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		1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total		1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
		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)	176	68	108	24	28	57	40	27	12	13	21	13	14	7	14	25	17	136	14	12	13	176
		11%	9%	12%	9%	8%	13%	10%	14%	13%	6%	11%	10%	11%	8%	11%	11%	12%	10%	18%	10%	17%	11%
						aB		aB	B		B		b		b	B	B		AE		a		
	(1.0)	15	5	11	2	4	3	4	3	2	2	2	-	1	-	-	3	1	11	-	4	1	15
		1%	1%	1%	1%	1%	1%	1%	2%	2%	1%	1%	-	1%	-	-	1%	1%	1%	-	3%	1%	1%
																					AE		
	(2.0)	29	16	13	6	7	7	5	5	-	7	5	6	1	-	3	7	-	29	-	-	-	29
		2%	2%	1%	2%	2%	2%	1%	2%	-	3%	3%	5%	1%	-	2%	3%	-	2%	-	-	-	2%
											afl	i	AeFI			i	afl						
	(3.0)	24	15	10	11	5	4	4	1	1	2	2	2	1	1	4	4	3	20	2	1	1	24
		1%	2%	1%	4%	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%	3%	2%	2%	1%	3%	1%	2%	1%
					bCDE																		
	(4.0)	24	15	9	6	6	6	5	1	2	7	4	2	2	-	2	-	1	20	-	5	-	24
		1%	2%	1%	2%	2%	1%	1%	1%	2%	3%	2%	2%	2%	-	1%	-	1%	1%	-	4%	-	1%
			b							H	fH	H	H	h		h					Abde		
(5.0)	83	42	41	27	16	18	20	2	1	6	13	4	5	7	7	17	14	73	2	3	5	83	
	5%	6%	4%	10%	5%	4%	5%	1%	1%	3%	7%	3%	4%	7%	5%	7%	10%	5%	3%	3%	6%	5%	
				BCDE	e	e	E				Ab			Ab	a	ABd	ABDe						
(6.0)	54	24	30	10	17	11	10	5	3	13	3	6	4	3	3	6	3	44	1	6	3	54	
	3%	3%	3%	4%	5%	3%	3%	3%	3%	6%	2%	4%	3%	3%	2%	3%	2%	3%	2%	5%	4%	3%	
				c						Ch													
(7.0)	119	58	61	30	32	33	14	9	6	13	21	18	5	8	12	17	4	104	3	9	3	119	
	7%	8%	7%	11%	9%	8%	4%	5%	6%	6%	11%	14%	4%	9%	9%	7%	3%	8%	3%	8%	4%	7%	
				DE	D	D					BEI	aBEHI		i	el	i							
(8.0)	178	81	97	27	41	56	42	11	7	24	25	10	17	9	19	26	12	148	10	9	11	178	
	11%	11%	10%	10%	11%	13%	11%	6%	7%	10%	13%	8%	14%	10%	15%	11%	8%	11%	12%	8%	14%	11%	
				e	e	E	e								ad								
(9.0)	176	88	87	19	47	46	37	27	12	24	19	14	14	12	15	29	14	152	4	14	6	176	
	11%	12%	9%	7%	13%	10%	9%	14%	12%	10%	10%	11%	11%	13%	11%	12%	10%	11%	4%	12%	7%	11%	
		b			Ad		A											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

**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	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%	(10.0)		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		1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total		1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
		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		763	297	466	115	152	196	206	95	51	115	77	58	62	44	53	100	68	627	45	56	35	763
		46%	41%	50%	41%	42%	45%	53%	50%	53%	51%	40%	43%	49%	49%	40%	43%	49%	46%	55%	47%	45%	46%
				A				ABC	a	Cgh	Cgh			c						a			
Don't know		9	7	2	1	2	-	3	3	-	1	1	-	-	-	-	2	3	7	-	1	1	9
		1%	1%	*	*	1%	-	1%	2%	-	*	*	-	-	-	-	1%	2%	1%	-	1%	1%	1%
		B					c	C									deg						
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2	
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*	
Nets																							
To no extent (0-3)	245	103	141	42	44	70	52	36	15	24	30	21	17	8	21	40	20	196	17	17	15	245	
	15%	14%	15%	15%	12%	16%	13%	19% B	15%	11%	16%	16%	14%	9%	16%	17% bf	14%	14%	21%	14%	19%	15%	
Neutral (4-6)	161	81	80	43	39	35	35	9	6	26	20	12	11	10	12	23	18	136	3	14	8	161	
	10%	11%	9%	16%	11%	8%	9%	5%	6%	11%	10%	9%	9%	11%	9%	10%	13%	10%	4%	11%	10%	10%	
		b		bCDE	E		e											b		b		b	
To an extent (7-10)	1236	524	711	191	273	331	299	143	76	174	143	100	97	72	98	172	99	1031	61	89	55	1236	
	75%	73%	76%	69%	76%	75% a	77% A	75%	78%	77%	74%	75%	78%	80% i	75%	73%	70%	75%	75%	74%	70%	75%	
Mean Score	7.58	7.50	7.65	7.28	7.70 a	7.47	7.85 Ac	7.54	7.75	8.00 CgH	7.32	7.45	7.78	8.05 c	7.42	7.42	7.58	7.62	7.44	7.57	7.18	7.58	

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

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	Retired
		a	b	c	d	e	f	g	h
		A	B	C	D	E	F	G	H
Unweighted Total	1656	778	120	122	33	12	32	63	461
Weighted Total	1653	768	118	118	35	11	32	62	471
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	176	80	7	13	4	2	6	56
	11%	10%	6%	11%	12%	17%	6%	9%	12%
									b
	(1.0)	15	7	-	1	-	-	1	6
	1%	1%	-	1%	-	-	-	2%	1%
	(2.0)	29	12	1	3	2	1	-	8
	2%	2%	1%	3%	6%	-	3%	-	2%
					abg				
	(3.0)	24	12	1	1	2	1	1	5
	1%	2%	1%	1%	6%	-	3%	2%	1%
					abCH				
	(4.0)	24	15	4	1	2	-	-	3
	1%	2%	3%	1%	6%	-	-	-	1%
			h	H	cgH				
	(5.0)	83	44	5	5	2	1	8	14
	5%	6%	4%	4%	6%	15%	3%	13%	3%
			H			bcH		ABCH	
	(6.0)	54	25	6	2	2	2	3	12
	3%	3%	5%	1%	7%	-	6%	5%	3%
	(7.0)	119	60	13	9	2	5	4	20
	7%	8%	11%	8%	7%	17%	16%	7%	4%
			H	H		H	H		
	(8.0)	178	97	14	13	4	1	4	37
	11%	13%	11%	11%	12%	9%	13%	6%	8%
			H						
	(9.0)	176	79	16	18	-	1	4	55
	11%	10%	13%	15%	-	8%	9%	6%	12%
			d	D	Dg		d		D
To a great extent	(10.0)	763	332	53	50	14	4	31	250
	46%	43%	45%	43%	40%	34%	40%	50%	53%
									AbC

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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
9	1	-	2	-	-	-	-	5
1%	*	-	2%	-	-	-	-	1%
			A					A
2	2	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
245	112	9	18	9	2	4	8	75
15%	15%	8%	16%	24%	17%	13%	13%	16%
	B		b	B				B
161	84	14	7	6	2	3	11	29
10%	11%	12%	6%	18%	15%	9%	18%	6%
	H	H		CH			aCH	
1236	569	95	90	20	8	25	43	362
75%	74%	80%	76%	58%	68%	78%	69%	77%
	D	D	D		d			D
7.58	7.50	8.00	7.57	6.55	6.77	7.68	7.58	7.78
		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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42	
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
Not at all	(0.0)	176	25	50	27	29	12	14	29	82	38	9	-	19	38	5	20	21	170	5
		11%	11%	11%	10%	10%	9%	10%	10%	10%	11%	13%	-	10%	13%	8%	12%	10%	11%	12%
	(1.0)	15	3	3	5	2	1	1	1	7	6	-	-	2	2	-	-	-	15	-
		1%	1%	1%	2%	1%	1%	1%	*	1%	2% a	-	-	1%	1%	-	-	-	1%	-
	(2.0)	29	5	8	5	4	2	2	5	12	8	2	-	8	8	2	5	3	29	-
		2%	2%	2%	2%	1%	2%	2%	2%	2%	2%	3%	-	5% e	3%	3%	3%	1%	2%	-
	(3.0)	24	4	5	5	3	2	1	2	16	5	-	-	1	4	-	4	4	21	3
		1%	2%	1%	2%	1%	2%	1%	1%	2%	1%	-	-	1%	1%	-	2%	2%	1%	8% A
	(4.0)	24	1	8	4	7	2	1	3	18	1	2	-	1	1	1	-	5	23	1
		1%	*	2%	1%	2% a	2%	1%	1%	2% C	*	3% C	-	1%	*	1%	-	2% BD	1%	2%
	(5.0)	83	15	22	13	9	8	10	13	39	19	4	-	8	8	4	9	9	78	4
		5%	7% D	5%	5%	3%	6%	7% D	4%	5%	5%	5%	-	4%	3%	6%	5%	4%	5%	9%
	(6.0)	54	4	16	11	5	5	8	6	33	11	-	-	5	10	1	5	8	50	4
		3%	2%	4%	4% d	2%	4%	6% aD	2%	4% d	3%	-	-	3%	3%	2%	3%	4%	3%	10% A
	(7.0)	119	18	40	23	17	5	12	22	65	22	4	-	12	21	4	13	19	112	5
		7%	8%	9% e	8%	6%	4%	9% e	8%	8%	6%	5%	-	7%	7%	6%	7%	9%	7%	12%
(8.0)	178	23	51	21	41	16	12	23	92	44	9	-	15	23	5	9	23	169	8	
	11%	10%	11%	8%	13% C	12%	9%	8%	12% a	13% A	12%	-	8%	8%	8%	5%	11% D	11%	20% a	
(9.0)	176	23	56	27	38	13	7	30	81	44	6	-	19	41	3	22	22	174	2	
	11%	10% f	12% F	10%	12% F	10%	5%	10%	10%	13%	8%	-	11%	14% C	5%	13% c	11%	11%	5%	

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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
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		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42	
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41	
		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)	763	98	189	135	150	65	68	160	348	148	36	1	90	133	38	85	91	750	9	
		46%	44%	42%	49%	49%	50%	50%	54%	44%	43%	49%	100%	49%	46%	60%	50%	44%	47%	21%	
					b	b		BC							BE			B			
Don't know		9	2	1	2	1	-	1	1	3	1	2	-	3	3	-	-	-	8	1	
		1%	1%	*	1%	*	-	1%	*	*	*	2%	-	2%	1%	-	-	-	1%	2%	
											aBC		de								
Not Stated		2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-	
		*	*	*	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-	
																aBe					
<b>Nets</b>																					
To no extent (0-3)		245	37	66	42	38	17	18	37	118	56	11	-	30	53	7	29	28	236	8	
		15%	17%	15%	15%	13%	13%	13%	13%	15%	16%	15%	-	16%	18%	11%	17%	14%	15%	19%	
Neutral (4-6)		161	20	46	27	21	15	18	22	89	30	6	-	14	19	6	14	22	151	9	
		10%	9%	10%	10%	7%	11%	13%	7%	11%	9%	8%	-	7%	6%	9%	8%	11%	9%	21%	
					d			D		a							b		A		
To an extent (7-10)		1236	162	336	206	246	98	99	235	586	258	55	1	137	217	49	128	155	1204	24	
		75%	73%	75%	74%	80%	76%	73%	80%	73%	75%	74%	100%	75%	74%	78%	75%	76%	75%	57%	
						Abcf			B									B			
Mean Score		7.58	7.41	7.49	7.62	7.90	7.79	7.61	7.96	7.49	7.49	7.57	10.00	7.62	7.47	8.08	7.61	7.60	7.62	6.45	
						ab			Bc										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

		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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	176	176	-	-	-	169	6	170	4	125	18	119	4	154	9	10	166
		11%	11%	-	-	-	11%	11%	11%	15%	11%	9%	10%	11%	11%	11%	6%	11% a
	(1.0)	15	15	-	-	-	14	2	15	-	8	2	9	2	13	1	1	15
		1%	1%	-	-	-	1%	3% a	1%	-	1%	1%	1%	5% A	1%	1%	1%	1%
	(2.0)	29	29	-	-	-	28	1	26	3	22	3	21	-	23	4	4	25
		2%	2%	-	-	-	2%	2%	2%	10% A	2%	1%	2%	-	2%	5% A	3%	2%
	(3.0)	24	24	-	-	-	22	2	22	2	16	5	15	2	22	2	4	20
		1%	1%	-	-	-	1%	4%	1%	7% A	1%	2%	1%	6% A	2%	3%	3%	1%
	(4.0)	24	24	-	-	-	22	2	23	1	19	3	18	1	19	1	2	22
		1%	1%	-	-	-	1%	4%	1%	3%	2%	1%	2%	3%	1%	1%	1%	1%
	(5.0)	83	83	-	-	-	75	7	76	5	59	11	55	5	60	13	11	72
		5%	5%	-	-	-	5%	12% A	5%	17% A	5%	5%	5%	14% A	4%	15% A	7%	5%
	(6.0)	54	54	-	-	-	52	2	51	2	45	7	43	3	52	2	7	46
		3%	3%	-	-	-	3%	3%	3%	7%	4%	3%	4%	8%	4%	2%	5%	3%
	(7.0)	119	119	-	-	-	117	2	117	1	81	17	82	1	105	8	20	98
		7%	7%	-	-	-	7%	3%	7%	3%	7%	8%	7%	3%	7%	9%	13% B	7%
	(8.0)	178	178	-	-	-	168	10	171	4	143	30	138	6	159	9	17	161
		11%	11%	-	-	-	11%	18% a	11%	14%	12%	15%	12%	16%	11%	10%	11%	11%

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 not pressured to spend money

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
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		1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total		1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
		100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)		176	176	-	-	-	170	6	172	3	130	21	128	1	161	7	29	147
		11%	11%	-	-	-	11%	11%	11%	10%	11%	10%	11%	3%	11%	8%	19%	10%
																	B	
To a great extent		763	763	-	-	-	749	14	759	3	528	86	515	10	685	30	49	715
		46%	46%	-	-	-	47%	26%	47%	10%	45%	42%	45%	27%	47%	34%	31%	48%
							B		B				B		B		A	
Don't know		9	9	-	-	-	5	2	8	1	6	1	3	2	5	1	1	8
		1%	1%	-	-	-	*	4%	1%	3%	1%	1%	*	6%	*	1%	1%	1%
							A		A				A					
Not Stated		2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
		*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																		
To no extent (0-3)		245	245	-	-	-	233	11	234	9	172	28	164	8	212	16	18	226
		15%	15%	-	-	-	15%	20%	15%	32%	14%	14%	14%	22%	15%	19%	12%	15%
										A								
Neutral (4-6)		161	161	-	-	-	150	11	151	8	123	21	116	9	131	16	21	141
		10%	10%	-	-	-	9%	19%	9%	27%	10%	10%	10%	24%	9%	18%	13%	9%
							A		A				A		A			
To an extent (7-10)		1236	1236	-	-	-	1203	32	1218	11	882	154	863	17	1109	53	114	1121
		75%	75%	-	-	-	76%	57%	76%	38%	74%	75%	75%	48%	76%	62%	74%	75%
							B		B				B		B			
Mean Score		7.58	7.58	-	-	-	7.62	6.54	7.63	5.25	7.57	7.58	7.60	6.23	7.65	6.78	7.49	7.59
							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

		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		1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total		1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Not at all	(0.0)	176	153	3	10	-	1	14	29	43	125	18	19	36	109	14	2
		11%	10%	16%	11%	-	14%	11%	11%	11%	11%	9%	9%	13%	10%	10%	11%
				d													
	(1.0)	15	15	-	-	1	-	1	2	-	8	2	3	2	8	2	-
		1%	1%	-	-	5%	-	1%	1%	-	1%	1%	2%	1%	1%	1%	-
						aCf			b								
	(2.0)	29	27	-	1	-	-	1	5	9	22	3	4	4	19	2	1
		2%	2%	-	1%	-	-	1%	2%	2%	2%	1%	2%	1%	2%	1%	6%
	(3.0)	24	18	1	3	1	-	5	5	6	16	5	3	4	15	2	-
		1%	1%	6%	3%	6%	-	4%	2%	2%	1%	2%	1%	2%	1%	1%	-
					a	a		A									
	(4.0)	24	20	-	4	-	-	4	-	8	19	3	4	2	16	3	-
		1%	1%	-	4%	-	-	3%	-	2%	2%	1%	2%	1%	2%	2%	-
					A					A							
	(5.0)	83	77	3	1	1	-	5	19	16	59	11	10	13	51	10	1
		5%	5%	16%	1%	6%	-	4%	8%	4%	5%	5%	5%	5%	5%	7%	5%
			c	ACF					b								
	(6.0)	54	46	-	4	1	-	5	4	11	45	7	4	4	39	7	-
		3%	3%	-	4%	6%	-	4%	2%	3%	4%	3%	2%	1%	4%	5%	-
									d								
	(7.0)	119	101	1	10	1	1	13	22	32	81	17	16	22	74	9	1
		7%	7%	5%	11%	6%	14%	10%	8%	8%	7%	8%	8%	8%	7%	6%	5%
	(8.0)	178	156	2	13	4	1	20	32	38	143	30	22	16	122	22	3
		11%	11%	11%	14%	26%	14%	15%	13%	10%	12%	15%	11%	6%	12%	15%	16%
					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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
(9.0)	176	155	2	15	2	1	20	31	41	130	21	25	24	115	14	1
	11%	10%	11%	16%	13%	16%	15%	12%	11%	11%	10%	12%	9%	11%	10%	5%
				a			a									
To a great extent	763	704	6	31	5	3	45	106	170	528	86	93	152	466	60	9
	46%	47%	35%	34%	31%	42%	34%	42%	45%	45%	42%	46%	54%	45%	41%	51%
		CF											ABc			
Don't know	9	8	-	-	-	-	-	-	1	6	1	2	1	6	-	-
	1%	1%	-	-	-	-	-	-	*	1%	1%	1%	*	1%	-	-
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
To no extent (0-3)	245	213	4	14	2	1	21	41	58	172	28	29	46	151	20	3
	15%	14%	22%	15%	12%	14%	16%	16%	15%	14%	14%	14%	17%	15%	14%	17%
Neutral (4-6)	161	143	3	9	2	-	14	23	36	123	21	17	19	106	20	1
	10%	10%	16%	10%	12%	-	10%	9%	9%	10%	10%	8%	7%	10%	14%	5%
										d						
To an extent (7-10)	1236	1116	11	69	12	6	99	191	281	882	154	156	213	777	104	14
	75%	75%	62%	75%	76%	86%	74%	75%	75%	74%	75%	76%	76%	75%	72%	78%
Mean Score	7.58	7.64	6.67	7.34	7.70	7.73	7.31	7.44	7.52	7.57	7.58	7.68	7.65	7.58	7.44	7.63

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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1338	550	788	190	281	366	334	166	85	188	155	107	99	70	100	180	118	1101	70	99	68	1338
	81%	77%	84%	69%	79%	84%	86%	87%	87%	83%	80%	80%	79%	78%	76%	76%	84%	80%	87%	82%	87%	81%
			A		A	Ab	AB	AB	GH	h						h						
Fairly satisfied	273	145	127	75	67	64	48	18	13	25	34	23	22	18	30	50	21	236	9	19	9	273
	16%	20%	14%	27%	19%	15%	12%	10%	13%	11%	18%	17%	18%	20%	23%	21%	15%	17%	11%	16%	11%	16%
		B		BCDE	DE						b	b	b	B	aBi	aB						
Not very satisfied	18	10	8	4	7	3	2	2	-	8	1	2	1	2	1	2	-	17	1	-	-	18
	1%	1%	1%	1%	2%	1%	*	1%	-	4%	1%	1%	1%	2%	1%	1%	-	1%	1%	-	-	1%
					cd					aCgHI				i								
Not at all satisfied	11	2	9	5	2	1	3	-	-	3	2	1	-	-	-	2	-	8	1	1	1	11
	1%	*	1%	2%	1%	*	1%	-	-	1%	1%	1%	-	-	-	1%	-	1%	1%	1%	2%	1%
			a	Ce																		
I did not visit the opticians for an eye test	9	7	2	1	1	3	1	3	-	1	1	-	3	-	-	2	1	8	-	1	-	9
	1%	1%	*	*	*	1%	*	2%	-	1%	*	-	3%	-	-	1%	1%	1%	-	1%	-	1%
		B					bD						bdg									
Don't know	1	1	-	1	-	-	-	-	-	-	1	-	-	-	-	-	-	1	-	-	-	1
	*	*	-	*	-	-	-	-	-	-	1%	-	-	-	-	-	-	*	-	-	-	*
Not Stated	2	1	1	-	-	2	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	-	-	*	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
<b>Nets</b>																						
Satisfied	1611	696	915	266	348	430	383	185	98	213	188	130	121	88	130	230	139	1337	79	118	77	1611
	97%	97%	98%	96%	97%	98%	99%	97%	100%	94%	97%	98%	97%	98%	99%	97%	99%	97%	97%	98%	98%	97%
					a	A			Be		b				B	b	B					
Not satisfied	29	12	17	9	9	4	5	2	-	11	3	3	1	2	1	4	-	25	2	1	1	29
	2%	2%	2%	3%	3%	1%	1%	1%	-	5%	2%	2%	1%	2%	1%	2%	-	2%	3%	1%	2%	2%
				Cd	c					AcEGHI		i		i								

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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1338	609	93	97	22	9	23	49	413
81%	79%	79%	82%	62%	74%	71%	79%	88%
	D	d	D				d	ABcDFg
273	146	20	18	10	2	9	10	48
16%	19%	17%	15%	29%	17%	29%	16%	10%
	H	H		cH		cH		
18	7	3	2	1	-	-	1	4
1%	1%	3%	2%	3%	-	-	2%	1%
11	-	2	1	2	-	-	1	3
1%	-	2%	1%	6%	-	-	2%	1%
		A	A	AcH			A	A
9	4	-	1	-	1	-	-	3
1%	1%	-	1%	-	8%	-	-	1%
					ABCGH			
1	-	-	-	-	-	-	1	-
*	-	-	-	-	-	-	2%	-
							AH	
2	2	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
1611	755	113	114	32	11	32	59	461
97%	98%	96%	97%	91%	92%	100%	95%	98%
	bDeg					d		D
29	7	5	3	3	-	-	2	7
2%	1%	4%	2%	9%	-	-	3%	1%
		Ah		AfH			a	

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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1338	182	366	218	258	109	102	232	650	297	54	1	153	246	52	146	167	1314	17
	81%	82%	81%	78%	84%	83%	75%	79%	81%	86%	73%	100%	83%	84%	83%	85%	81%	82%	42%
				cF	f				d	AbD								B	
Fairly satisfied	273	35	75	53	42	18	27	57	127	44	17	-	24	42	10	22	34	252	17
	16%	16%	17%	19%	14%	14%	20%	19%	16%	13%	23%	-	13%	15%	16%	13%	16%	16%	41%
				d				C		C								A	
Not very satisfied	18	2	5	2	4	3	2	5	6	4	1	-	2	2	-	2	3	14	4
	1%	1%	1%	1%	1%	2%	1%	2%	1%	1%	1%	-	1%	1%	-	1%	1%	1%	10%
																		A	
Not at all satisfied	11	-	1	3	2	1	1	-	7	1	-	-	3	-	-	1	2	9	2
	1%	-	*	1%	1%	1%	1%	-	1%	*	-	-	2%	-	-	1%	1%	1%	4%
													B					A	
I did not visit the opticians for an eye test	9	2	2	2	-	-	3	1	5	-	2	-	1	1	-	-	-	8	1
	1%	1%	*	1%	-	-	2%	*	1%	-	3%	-	1%	*	-	-	-	1%	2%
		d					BDe				AbC								
Don't know	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-
	*	-	-	-	-	-	1%	-	-	-	-	-	-	-	-	-	-	*	-
							b												
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
															aBe				
<b>Nets</b>																			
Satisfied	1611	217	440	270	300	126	128	289	778	341	71	1	177	289	62	168	200	1566	34
	97%	98%	98%	97%	98%	97%	95%	98%	97%	99%	96%	100%	97%	99%	98%	98%	98%	98%	83%
			F		f									a				B	
Not satisfied	29	2	6	5	6	4	3	5	13	5	1	-	5	2	-	3	5	23	6
	2%	1%	1%	2%	2%	3%	2%	2%	2%	1%	1%	-	3%	1%	-	2%	2%	1%	15%
													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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1338	1338	-	-	-	1321	16	1338	-	973	159	959	14	1203	55	95	1244
	81%	81%	-	-	-	83%	29%	83%	-	82%	78%	84%	38%	82%	64%	61%	83%
						B		B				B		B		A	
Fairly satisfied	273	273	-	-	-	255	16	273	-	180	39	164	17	231	15	51	222
	16%	16%	-	-	-	16%	29%	17%	-	15%	19%	14%	46%	16%	17%	33%	15%
						A		B				A				B	
Not very satisfied	18	18	-	-	-	4	13	-	18	14	2	12	3	9	8	6	12
	1%	1%	-	-	-	*	24%	-	62%	1%	1%	1%	9%	1%	9%	4%	1%
						A		A				A				B	
Not at all satisfied	11	11	-	-	-	3	8	-	11	8	2	5	3	5	6	2	9
	1%	1%	-	-	-	*	15%	-	38%	1%	1%	*	8%	*	7%	1%	1%
						A		A				A					
I did not visit the opticians for an eye test	9	9	-	-	-	8	2	-	-	7	2	6	-	7	2	1	8
	1%	1%	-	-	-	*	3%	-	-	1%	1%	1%	-	1%	2%	1%	1%
						A									A		
Don't know	1	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	1
	*	*	-	-	-	*	-	-	-	-	-	-	-	*	-	-	*
Not Stated	2	2	-	-	-	1	-	-	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	-	-	*	-	*	-	*	-	-	*
<b>Nets</b>																	
Satisfied	1611	1611	-	-	-	1576	33	1611	-	1153	198	1123	30	1435	70	146	1465
	97%	97%	-	-	-	99%	58%	100%	-	97%	97%	98%	84%	98%	81%	94%	98%
						B		B				B		B		A	
Not satisfied	29	29	-	-	-	7	21	-	29	22	4	17	6	14	14	8	21
	2%	2%	-	-	-	*	38%	-	100%	2%	2%	1%	16%	1%	17%	5%	1%
						A		A				A		A		B	

Columns Tested: A,B,C,D - 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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	1338	1226	13	60	11	5	89	201	308	973	159	165	217	861	113	13
	81%	83%	71%	65%	68%	72%	67%	79%	82%	82%	78%	81%	77%	83%	78%	73%
		CF								d						
Fairly satisfied	273	224	5	28	5	1	39	51	57	180	39	36	55	155	27	4
	16%	15%	29%	30%	32%	14%	29%	20%	15%	15%	19%	18%	20%	15%	19%	22%
			a	A	a		A						a			
Not very satisfied	18	15	-	3	-	-	3	2	5	14	2	3	1	14	1	-
	1%	1%	-	3%	-	-	2%	1%	1%	1%	1%	1%	*	1%	1%	-
				A												
Not at all satisfied	11	7	-	1	-	1	2	1	2	8	2	-	3	6	2	-
	1%	*	-	1%	-	14%	2%	*	1%	1%	1%	-	1%	1%	1%	-
						ACF										
I did not visit the opticians for an eye test	9	8	-	-	-	-	-	-	2	7	2	1	2	4	2	1
	1%	1%	-	-	-	-	-	-	1%	1%	1%	*	1%	*	1%	5%
														a		A
Don't know	1	1	-	-	-	-	-	-	1	-	-	-	1	-	-	-
	*	*	-	-	-	-	-	-	*	-	-	-	*	-	-	-
													A			
Not Stated	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
<b>Nets</b>																
Satisfied	1611	1450	18	88	16	6	128	252	365	1153	198	200	272	1016	140	17
	97%	98%	100%	96%	100%	86%	96%	99%	97%	97%	97%	98%	97%	97%	96%	95%
		E														
Not satisfied	29	22	-	4	-	1	5	3	7	22	4	3	4	20	3	-
	2%	1%	-	4%	-	14%	4%	1%	2%	2%	2%	1%	2%	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

## 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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1279	526	753	180	264	370	316	149	71	182	151	103	94	66	103	182	112	1065	53	100	61	1279
	77%	73%	81%	65%	74%	84%	81%	78%	73%	80%	78%	77%	75%	73%	79%	77%	80%	78%	66%	84%	77%	77%
			A		A	ABe	AB	A										B		B		B
No	363	182	180	93	93	66	70	41	26	39	43	30	30	24	25	54	27	299	27	20	18	363
	22%	25%	19%	33%	26%	15%	18%	21%	27%	17%	22%	22%	24%	27%	19%	23%	20%	22%	33%	16%	23%	22%
			B	BCDE	CD		c		B					b					ACE			
Don't know	9	8	1	4	1	1	2	1	-	4	-	1	1	-	2	-	-	8	1	-	-	9
	1%	1%	*	1%	*	*	1%	1%	-	2%	-	1%	1%	-	2%	-	-	1%	1%	-	-	1%
			B	C						cH					ch							
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

	Total	Employment status						
		Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker
		a	b	c	d	e	f	g
		A	B	C	D	E	F	G
Unweighted Total	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1279	585	102	93	19	9	23	377
	77%	76%	86%	78%	54%	82%	71%	74%
		D	ADFG	D		d		d
No	363	179	15	25	14	2	9	15
	22%	23%	13%	22%	40%	18%	29%	25%
		B		b	ABCH		B	B
Don't know	9	2	1	-	2	-	-	1
	1%	*	1%	-	6%	-	-	2%
					AbCH			
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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1279	182	353	221	236	95	98	107	729	293	55	-	149	221	54	145	190	1243	32
	77%	82%	79%	80%	77%	73%	72%	36%	91%	85%	74%	-	81%	76%	85%	85%	93%	78%	79%
		eF		f					ACD	AD	A					B	ABcD		
No	363	39	94	55	69	32	35	189	62	53	18	1	33	68	8	26	15	347	9
	22%	18%	21%	20%	22%	25%	26%	64%	8%	15%	24%	100%	18%	23%	13%	15%	7%	22%	21%
						a		BCD		B	Bc		E	cDE		E			
Don't know	9	-	1	1	1	3	3	-	5	-	1	-	1	2	-	1	-	9	-
	1%	-	*	*	*	2%	2%	-	1%	-	1%	-	1%	1%	-	1%	-	1%	-
						ABcD	ABcd				AC								
Not Stated	2	1	1	-	-	-	-	-	2	-	-	-	-	-	1	-	-	2	-
	*	*	*	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
															aBe				

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 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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1279	1279	-	-	-	1235	44	1250	21	1123	199	1093	33	1121	67	121	1158
	77%	77%	-	-	-	78%	79%	78%	73%	95%	98% a	95%	92%	77%	78%	78%	77%
No	363	363	-	-	-	349	11	354	6	53	2	49	2	329	17	29	334
	22%	22%	-	-	-	22%	19%	22%	20%	5% B	1%	4%	5%	23%	20%	19%	22%
Don't know	9	9	-	-	-	8	1	7	2	6	3	4	1	7	2	5	4
	1%	1%	-	-	-	1%	2%	* A	7% A	1%	1%	* A	3% A	* A	2% A	3% 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

	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	1279	1159	13	67	10	5	95	179	270	1123	199	121	48	987	141	13
	77%	78%	73%	73%	61%	72%	71%	70%	72%	95%	98%	59%	17%	95%	97%	76%
		df								CD	aCD	D		C	C	
No	363	315	5	24	5	2	36	75	103	53	2	81	232	49	2	3
	22%	21%	27%	26%	33%	28%	27%	29%	27%	5%	1%	40%	83%	5%	1%	17%
										B		AB	ABC	b		AB
Don't know	9	7	-	1	1	-	2	1	2	6	3	2	-	4	2	1
	1%	*	-	1%	6%	-	2%	*	1%	1%	1%	1%	-	*	1%	7%
				A							D	d				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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	1184	498	686	154	253	342	294	141	59	162	146	99	86	60	89	170	110	980	55	88	60	1184
	72%	69%	73%	56%	71%	78%	76%	74%	60%	71%	75%	74%	69%	66%	68%	72%	78%	71%	68%	74%	77%	72%
			a		A	AB	A	A		a	A	A				A	Aefg					
Reading glasses without a prescription (also known as ready readers)	204	94	110	23	20	69	64	29	13	34	20	15	14	13	18	35	18	177	9	13	5	204
	12%	13%	12%	8%	6%	16%	17%	15%	13%	15%	10%	11%	11%	14%	14%	15%	13%	13%	11%	11%	6%	12%
						AB	AB	AB														
Contact lenses	204	67	137	54	74	45	25	5	13	22	20	23	13	10	30	22	11	163	8	20	13	204
	12%	9%	15%	20%	21%	10%	7%	2%	13%	10%	10%	17%	10%	11%	23%	9%	8%	12%	10%	16%	16%	12%
			A	CDE	CDE	DE	e					BcHI			aBCEFH							
None of these	280	127	153	92	84	38	41	23	24	36	32	18	27	20	21	36	17	232	17	18	14	280
	17%	18%	16%	33%	24%	9%	11%	12%	25%	16%	16%	14%	22%	23%	16%	15%	12%	17%	20%	15%	18%	17%
				BCDE	CDE				bcDHI				dl	dl								
Don't know	2	1	1	2	-	-	-	-	-	1	-	-	-	-	-	-	1	2	-	-	-	2
	*	*	*	1%	-	-	-	-	-	*	-	-	-	-	-	-	1%	*	-	-	-	*
				cd																		

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.	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	1656	778	120	122	33	12	32	63	461
Weighted Total	1653	768	118	118	35	11	32	62	471
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1184	536	96	82	21	7	23	46	353
	72%	70%	81%	69%	61%	58%	71%	74%	75%
		ACDe							ad
Reading glasses without a prescription (also known as ready readers)	204	81	16	14	1	4	1	5	79
	12%	10%	13%	12%	3%	33%	3%	8%	17%
		AbcDFG							ADFG
Contact lenses	204	131	16	19	3	1	3	2	25
	12%	17%	13%	16%	9%	8%	10%	3%	5%
		GH	GH	GH					
None of these	280	146	12	23	13	2	9	11	51
	17%	19%	11%	19%	36%	18%	29%	18%	11%
		BH		bH	ABCGH		BH		
Don't know	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-

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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1184	169	318	216	214	94	97	93	689	261	50	-	139	220	51	143	179	1153	28
	72%	76%	71%	78%	70%	73%	72%	31%	86%	75%	67%	-	76%	75%	81%	83%	87%	72%	67%
				BD					ACD	A	A					aB	AB		
Reading glasses without a prescription (also known as ready readers)	204	32	48	24	40	24	19	36	75	60	10	-	21	40	10	19	15	193	10
	12%	14%	11%	9%	13%	18%	14%	12%	9%	17%	13%	-	12%	14%	16%	11%	7%	12%	23%
		c			c	BC	c			aB				E	E				A
Contact lenses	204	34	73	37	36	10	6	5	157	30	8	-	22	25	7	16	54	196	8
	12%	15%	16%	13%	12%	8%	5%	2%	20%	9%	11%	-	12%	8%	11%	9%	26%	12%	19%
		EF	dEF	F	F				ACd	A	A						ABCD		
None of these	280	27	81	36	54	17	24	168	40	29	14	1	29	45	3	14	11	268	7
	17%	12%	18%	13%	18%	13%	17%	57%	5%	8%	19%	100%	16%	15%	5%	8%	6%	17%	17%
			ac		a			BCD		B	BC		CDE	CDE					
Don't know	2	-	1	-	1	-	-	1	1	-	-	-	1	-	1	-	1	2	-
	*	-	*	-	*	-	-	*	*	-	-	-	1%	-	2%	-	*	*	-
															B				

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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1184	1184	-	-	-	1141	40	1153	22	1184	174	1120	35	1037	62	117	1067
	72%	72%	-	-	-	72%	72%	72%	75%	100% B	85%	98%	97%	71%	72%	75%	71%
Reading glasses without a prescription (also known as ready readers)	204	204	-	-	-	197	7	200	3	45	9	26	-	179	10	16	188
	12%	12%	-	-	-	12%	12%	12%	10%	4%	4%	2%	-	12%	12%	11%	13%
Contact lenses	204	204	-	-	-	197	7	198	4	174	204	191	4	182	13	28	176
	12%	12%	-	-	-	12%	12%	12%	14%	15%	100% A	17%	11%	12%	15%	18% B	12%
None of these	280	280	-	-	-	270	9	272	4	-	-	-	-	259	13	19	261
	17%	17%	-	-	-	17%	17%	17%	15%	-	-	-	-	18%	15%	12%	17% a
Don't know	2	2	-	-	-	2	-	2	-	-	-	-	-	2	-	1	1
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	1% B	*

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		
		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%	Total	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1184	1087	7	58	9	5	79	167	251	1184	174	45	-	1043	116	17
	72%	73%	40%	63%	55%	72%	60%	65%	67%	100%	85%	22%	-	100%	80%	94%
		BCdF		b						BCD	CD	D		BC		
Reading glasses without a prescription (also known as ready readers)	204	188	3	7	2	-	12	22	43	45	9	204	-	22	4	18
	12%	13%	16%	8%	12%	-	9%	9%	11%	4%	4%	100%	-	2%	2%	100%
										D	D	ABD				AB
Contact lenses	204	163	4	26	2	2	34	53	42	174	204	9	-	52	145	1
	12%	11%	22%	29%	12%	28%	26%	21%	11%	15%	100%	4%	-	5%	100%	6%
				A			A	B		CD	ACD	D			AC	
None of these	280	230	5	24	5	2	36	65	86	-	-	-	280	-	-	-
	17%	16%	27%	26%	33%	28%	27%	26%	23%	-	-	-	100%	-	-	-
				A	a		A						ABC			
Don't know	2	2	-	-	-	-	-	-	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	*	-	-	-	-	-	-	-

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	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	1223	517	706	159	254	370	321	119	64	163	149	104	90	61	98	173	110	1012	57	96	58	1223
Weighted Total	1214	513	701	164	261	346	301	142	64	163	148	105	89	60	97	171	110	1005	56	91	61	1214
	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	1043	458	585	124	205	304	273	136	51	144	131	86	77	52	71	156	98	866	50	76	51	1043
	86%	89%	83%	76%	79%	88%	91%	96%	80%	89%	89%	82%	86%	87%	73%	91%	89%	86%	89%	83%	83%	86%
		B				AB	AB	ABCd		aG	G		G	G		ADG	aG					
Contact lenses	145	48	96	37	52	33	20	3	11	15	14	17	10	6	22	11	8	113	6	15	11	145
	12%	9%	14%	23%	20%	9%	7%	2%	17%	9%	9%	16%	11%	10%	23%	6%	7%	11%	11%	16%	17%	12%
			A	CDE	CDE	E	e		Hi			bcHI			BCEFHI							
Reading glasses without a prescription (also known as ready readers)	18	6	12	2	1	5	8	2	1	3	1	2	2	2	2	2	3	18	-	-	-	18
	1%	1%	2%	1%	*	1%	3%	2%	2%	2%	1%	2%	2%	3%	2%	1%	3%	2%	-	-	-	1%
							B															
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%	*	-	2%	-	1%	-	-	-	2%	1%	1%	1%	-	1%	-	1%
			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

## 19. And which of these did you buy most recently?

Base: All who use prescription glasses or contact lenses

	Total	Employment status						
		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
Significance Level: 95%		A	B	C	D	E	F	G
Unweighted Total	1223	561	101	88	21	7	23	47
Weighted Total	1214	553	99	85	22	7	23	46
	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1043	448	84	69	19	5	21	45
	86%	81%	85%	81%	86%	71%	91%	98%
							ABCD	ABCE
Contact lenses	145	96	9	13	2	1	2	1
	12%	17%	9%	15%	9%	14%	9%	2%
		BGH		GH				
Reading glasses without a prescription (also known as ready readers)	18	5	5	2	1	1	-	4
	1%	1%	5%	2%	4%	14%	-	1%
			AH			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	1223	176	331	224	221	95	97	92	715	272	53	-	141	220	51	142	186	1189	30
Weighted Total	1214	173	331	221	218	95	97	95	706	268	53	-	139	220	51	144	185	1181	30
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1043	143	276	190	189	86	89	90	580	239	46	-	119	196	46	133	148	1016	23
	86%	83%	83%	86%	87%	90%	91%	95%	82%	89%	87%	-	86%	89%	90%	92%	80%	86%	77%
						ab	AB	B		B				E	e	aE			
Contact lenses	145	25	50	28	25	7	5	3	114	24	4	-	17	18	5	9	33	139	6
	12%	15%	15%	13%	12%	7%	5%	3%	16%	9%	7%	-	12%	8%	10%	6%	18%	12%	19%
		eF	EF	f	f				ACd	a			d				BD		
Reading glasses without a prescription (also known as ready readers)	18	2	4	3	3	1	3	2	7	3	3	-	2	3	-	-	2	17	1
	1%	1%	1%	1%	1%	1%	3%	2%	1%	1%	5%	-	1%	1%	-	-	1%	1%	3%
											BC								
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 conf ident	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	1223	1223	-	-	-	1177	43	1191	23	1193	204	1156	37	1068	66	122	1101
Weighted Total	1214	1214	-	-	-	1169	42	1182	23	1184	204	1148	36	1062	65	125	1089
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glasses with a prescription	1043	1043	-	-	-	1004	36	1016	20	1043	52	1008	32	909	55	104	938
	86%	86%	-	-	-	86%	86%	86%	87%	88% B	26%	88%	89%	86%	85%	84%	86%
Contact lenses	145	145	-	-	-	140	5	140	3	116	145	140	4	129	10	18	127
	12%	12%	-	-	-	12%	12%	12%	13%	10%	71% A	12%	11%	12%	15%	15%	12%
Reading glasses without a prescription (also known as ready readers)	18	18	-	-	-	17	1	17	-	17	1	-	-	17	-	2	15
	1%	1%	-	-	-	1%	2%	1%	-	1%	*	-	-	2%	-	2%	1%
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	9	-	-	-	9	-	9	-	9	6	-	-	7	-	-	9
	1%	1%	-	-	-	1%	-	1%	-	1%	3% A	-	-	1%	-	-	1%

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

	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	1223	1115	10	66	9	5	90	176	257	1193	204	49	-	1051	145	18
Weighted Total	1214	1105	10	66	9	5	90	177	255	1184	204	47	-	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%
Glasses with a prescription	1043	965	6	48	8	3	65	138	220	1043	52	22	-	1043	-	-
	86%	87%	61%	73%	89%	61%	72%	78%	86%	88%	26%	47%	-	100%	-	-
		BCeF							A	BC		B		BC		
Contact lenses	145	117	4	16	1	2	23	35	29	116	145	4	-	-	145	-
	12%	11%	39%	24%	11%	39%	26%	20%	11%	10%	71%	8%	-	-	100%	-
			A	A		A	A	B			AC				AC	
Reading glasses without a prescription (also known as ready readers)	18	17	-	1	-	-	1	2	3	17	1	18	-	-	-	18
	1%	2%	-	1%	-	-	1%	1%	1%	1%	*	37%	-	-	-	100%
												AB				AB
None of these	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Don't know	9	7	-	1	-	-	1	1	3	9	6	4	-	-	-	-
	1%	1%	-	2%	-	-	1%	1%	1%	1%	3%	8%	-	-	-	-
											A	Ab				

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	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	1196	510	686	156	250	361	312	117	62	160	146	102	88	59	94	169	106	986	57	95	58	1196
Weighted Total	1187	506	681	161	257	337	292	140	62	159	145	103	87	58	93	167	106	980	56	90	61	1187
	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	1037	427	610	140	219	303	257	118	55	140	133	87	73	51	77	148	96	860	45	77	55	1037
	87%	84%	89%	87%	85%	90%	88%	85%	89%	88%	92%	84%	84%	88%	83%	89%	91%	88%	81%	85%	90%	87%
			A			b					deG											
More than 2 years but less than 5 years ago	85	39	46	9	20	20	21	16	3	13	9	9	6	6	6	14	7	73	2	7	3	85
	7%	8%	7%	6%	8%	6%	7%	11%	5%	8%	6%	9%	7%	10%	7%	8%	6%	7%	4%	8%	5%	7%
							ac															
5 years or more ago	26	14	12	3	7	5	7	3	2	4	3	2	5	-	3	3	-	22	2	2	-	26
	2%	3%	2%	2%	3%	1%	3%	2%	3%	2%	2%	2%	6%	-	3%	2%	-	2%	3%	2%	-	2%
									i				fhl		i							
Don't know	39	26	14	9	11	9	8	2	2	2	-	5	3	1	7	2	3	25	7	5	3	39
	3%	5%	2%	6%	4%	3%	3%	2%	3%	1%	-	5%	3%	2%	7%	1%	3%	3%	12%	6%	5%	3%
		B		cde					C		bCh	C		BCH		C			AE	a		
Net: More than 2 years ago	111	53	58	12	27	25	28	19	5	17	12	11	11	6	9	17	7	95	4	9	3	111
	9%	10%	9%	8%	10%	7%	10%	14%	8%	11%	8%	11%	13%	10%	10%	10%	6%	10%	7%	9%	5%	9%
							aC															
Mean Score	1.22	1.35	1.12	1.12	1.23	1.14	1.30	1.34	1.05	1.19	1.11	1.26	1.71	1.23	1.31	1.24	1.10	1.23	1.16	1.30	.93	1.22
		B											bci							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.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker
Significance Level: 90%		a	b	c	d	e	f	g
Significance Level: 95%		A	B	C	D	E	F	H
Unweighted Total	1196	552	95	85	20	6	23	47
Weighted Total	1187	544	93	82	21	6	23	46
	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1037	489	78	68	17	6	19	37
	87%	90%	84%	83%	81%	100%	82%	80%
		CG						
More than 2 years but less than 5 years ago	85	32	10	7	3	-	1	4
	7%	6%	10%	9%	14%	-	4%	9%
		a						
5 years or more ago	26	12	3	3	-	-	-	-
	2%	2%	3%	4%	-	-	-	-
Don't know	39	12	2	4	1	-	3	5
	3%	2%	2%	5%	5%	-	14%	11%
							ABH	ABH
Net: More than 2 years ago	111	43	13	10	3	-	1	4
	9%	8%	13%	12%	14%	-	4%	9%
		a						
Mean Score	1.22	1.14	1.34	1.50	1.37	.92	.84	1.07
			f	a	F			

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	1196	171	325	221	217	93	94	90	702	267	50	-	138	214	51	140	182	1163	29
Weighted Total	1187	168	326	218	214	93	94	93	694	263	50	-	136	214	51	142	181	1155	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1037	153	283	180	193	87	73	81	606	236	44	-	117	177	44	125	157	1009	26
	87%	91%	87%	83%	90%	94%	78%	87%	87%	90%	88%	-	86%	83%	86%	88%	87%	87%	90%
		CF	F		CF	bCF													
More than 2 years but less than 5 years ago	85	12	24	24	12	2	9	9	47	19	3	-	13	19	4	13	13	83	1
	7%	7%	7%	11%	6%	2%	10%	9%	7%	7%	6%	-	10%	9%	8%	9%	7%	7%	4%
		e	e	DE			E												
5 years or more ago	26	2	8	6	5	2	1	1	18	4	2	-	3	8	2	4	4	26	-
	2%	1%	2%	3%	2%	2%	1%	1%	3%	2%	4%	-	2%	4%	4%	3%	2%	2%	-
Don't know	39	1	11	8	4	2	10	2	23	4	1	-	3	10	1	-	7	37	2
	3%	1%	3%	4%	2%	2%	11%	2%	3%	2%	2%	-	2%	5%	2%	-	4%	3%	7%
		a		a			ABCDE						d	D			D		
Net: More than 2 years ago	111	14	32	30	17	4	10	10	65	23	5	-	16	27	6	17	17	109	1
	9%	8%	10%	14%	8%	4%	11%	11%	9%	9%	10%	-	12%	13%	12%	12%	9%	9%	4%
				aDE			e												
Mean Score	1.22	1.26	1.20	1.39	1.16	1.13	1.12	1.19	1.17	1.32	1.30	-	1.25	1.33	1.32	1.29	1.14	1.22	1.17

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%																	
Unweighted Total	1196	1196	-	-	-	1151	42	1165	23	1167	197	1156	37	1044	66	120	1076
Weighted Total	1187	1187	-	-	-	1143	41	1156	23	1159	197	1148	36	1038	65	123	1065
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
2 years ago or less	1037	1037	-	-	-	997	38	1010	19	1013	178	1003	33	905	60	95	942
	87%	87%	-	-	-	87%	92%	87%	82%	87%	90%	87%	92%	87%	93%	77%	89% A
More than 2 years but less than 5 years ago	85	85	-	-	-	83	2	84	1	84	4	84	1	79	1	15	70
	7%	7%	-	-	-	7%	5%	7%	5%	7% B	2%	7%	3%	8% b	1%	12% B	7%
5 years or more ago	26	26	-	-	-	26	-	26	-	24	2	26	-	22	-	3	22
	2%	2%	-	-	-	2%	-	2%	-	2%	1%	2%	-	2%	-	2%	2%
Don't know	39	39	-	-	-	37	1	36	3	37	13	35	2	33	4	10	30
	3%	3%	-	-	-	3%	2%	3%	13% A	3%	7% A	3%	5%	3%	6%	8% B	3%
Net: More than 2 years ago	111	111	-	-	-	109	2	110	1	108	6	110	1	101	1	18	93
	9%	9%	-	-	-	10%	5%	9%	5%	9% B	3%	10%	3%	10% B	1%	15% B	9%
Mean Score	1.22	1.22	-	-	-	1.23	1.06	1.22	1.21	1.22 B	.73	1.22	1.13	1.17	1.03	1.49 b	1.19

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		
		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%	Total	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	1196	1091	10	64	9	5	88	173	251	1167	197	27	-	1051	145	-
Weighted Total	1187	1082	10	64	9	5	88	174	249	1159	197	26	-	1043	145	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
2 years ago or less	1037	950	7	56	6	4	73	154	220	1013	178	23	-	906	131	-
	87%	88%	71%	87%	66%	78%	83%	89%	88%	87%	90%	89%	-	87%	90%	-
		D		d												
More than 2 years but less than 5 years ago	85	78	-	3	2	1	6	10	9	84	4	2	-	83	2	-
	7%	7%	-	5%	23%	22%	7%	6%	4%	7%	2%	7%	-	8%	1%	-
				aC						B				B		
5 years or more ago	26	22	2	1	-	-	3	3	8	24	2	-	-	24	2	-
	2%	2%	19%	2%	-	-	3%	2%	3%	2%	1%	-	-	2%	1%	-
			ACF													
Don't know	39	32	1	4	1	-	6	6	12	37	13	1	-	29	10	-
	3%	3%	10%	6%	11%	-	7%	3%	5%	3%	7%	3%	-	3%	7%	-
				a			a				A				A	
Net: More than 2 years ago	111	100	2	4	2	1	9	13	17	108	6	2	-	107	4	-
	9%	9%	19%	6%	23%	22%	10%	8%	7%	9%	3%	7%	-	10%	3%	-
				c						B				B		
Mean Score	1.22	1.21	2.29	1.16	1.37	1.75	1.35	1.12	1.24	1.22	.73	.99	-	1.30	.62	-
			Ac							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	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
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	1196	510	686	156	250	361	312	117	62	160	146	102	88	59	94	169	106	986	57	95	58	1196
Weighted Total	1187	506	681	161	257	337	292	140	62	159	145	103	87	58	93	167	106	980	56	90	61	1187
	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	992	420	571	122	204	291	247	127	52	131	118	90	73	45	70	142	95	815	49	75	52	992
	84%	83%	84%	76%	80%	86%	84%	91%	84%	82%	81%	87%	84%	78%	75%	85%	90%	83%	88%	83%	85%	84%
						AB	A	ABd				G				g	bcFG					
A different opticians than the one you had your eye test in	95	38	57	14	20	29	23	10	4	12	16	6	8	9	9	11	5	80	4	9	3	95
	8%	7%	8%	9%	8%	9%	8%	7%	7%	7%	11%	6%	9%	16%	10%	6%	5%	8%	7%	10%	4%	8%
											i			bDHI								
The internet	44	23	21	12	22	4	6	-	2	6	3	4	2	1	9	7	3	37	2	1	4	44
	4%	5%	3%	7%	8%	1%	2%	-	3%	4%	2%	4%	2%	2%	10%	4%	3%	4%	4%	1%	7%	4%
				CDE	CDE										bCEfhl						C	
A supermarket or high street store that does not offer eye tests	42	19	23	9	9	11	11	1	4	7	7	2	4	2	4	4	3	36	1	4	1	42
	4%	4%	3%	6%	4%	3%	4%	1%	6%	4%	5%	2%	5%	3%	4%	2%	3%	4%	1%	4%	2%	4%
				E																		
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%	-	3%	1%	1%	-	2%	-	2%	-	1%	-	1%	2%	1%
										i												
Don't know	2	1	1	2	-	-	-	-	-	-	-	-	-	-	1	-	-	1	-	1	-	2
	*	*	*	1%	-	-	-	-	-	-	-	-	-	-	1%	-	-	*	-	1%	-	*
				bCD																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

**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	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	1196	552	95	85	20	6	23	47	349
Weighted Total	1187	544	93	82	21	6	23	46	353
	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians you had your eye test in	992	444	76	69	17	6	17	42	302
	84%	82%	82%	84%	81%	100%	73%	91%	86%
								aF	
A different opticians than the one you had your eye test in	95	46	7	9	1	-	3	3	26
	8%	8%	8%	11%	5%	-	13%	6%	7%
The internet	44	30	4	1	1	-	2	-	6
	4%	6%	4%	1%	5%	-	9%	-	2%
		cgH					CGH		
A supermarket or high street store that does not offer eye tests	42	18	5	2	2	-	1	-	14
	4%	3%	5%	2%	9%	-	4%	-	4%
				G					
Other	13	4	1	1	-	-	-	1	6
	1%	1%	1%	1%	-	-	-	2%	2%
Don't know	2	2	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-

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	1196	171	325	221	217	93	94	90	702	267	50	-	138	214	51	140	182	1163	29
Weighted Total	1187	168	326	218	214	93	94	93	694	263	50	-	136	214	51	142	181	1155	29
	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	992	140	253	181	181	84	84	74	577	223	42	-	117	169	45	116	147	967	21
	84%	83%	78%	83%	85%	91%	89%	80%	83%	85%	84%	-	86%	79%	89%	81%	81%	84%	72%
					B	Bc	B												
A different opticians than the one you had your eye test in	95	16	32	17	17	4	6	9	52	22	5	-	10	25	2	19	18	94	1
	8%	10%	10%	8%	8%	4%	7%	10%	8%	8%	10%	-	7%	12%	4%	13%	10%	8%	3%
			e											c		ac			
The internet	44	4	24	12	1	2	1	2	33	7	1	-	3	5	2	2	10	39	5
	4%	2%	7%	6%	*	2%	1%	2%	5%	3%	2%	-	2%	2%	4%	1%	5%	3%	17%
			ADeF	Df													bd		A
A supermarket or high street store that does not offer eye tests	42	6	13	5	10	3	2	5	20	12	2	-	5	10	2	4	3	40	2
	4%	3%	4%	2%	5%	3%	2%	5%	3%	4%	4%	-	3%	5%	4%	3%	2%	3%	7%
			e											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										
Don't know	2	-	-	2	-	-	-	-	2	-	-	-	-	-	-	-	-	2	-
	*	-	-	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 conf ident	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	1196	1196	-	-	-	1151	42	1165	23	1167	197	1156	37	1044	66	120	1076
Weighted Total	1187	1187	-	-	-	1143	41	1156	23	1159	197	1148	36	1038	65	123	1065
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians you had your eye test in	992	992	-	-	-	958	31	966	19	975	144	961	30	871	50	92	899
	84%	84%	-	-	-	84%	76%	84%	82%	84%	73%	84%	82%	84%	77%	75%	84%
										B						A	
A different opticians than the one you had your eye test in	95	95	-	-	-	92	2	93	2	94	12	93	2	79	4	11	84
	8%	8%	-	-	-	8%	5%	8%	9%	8%	6%	8%	5%	8%	6%	9%	8%
The internet	44	44	-	-	-	42	2	43	-	36	30	43	1	40	4	12	32
	4%	4%	-	-	-	4%	5%	4%	-	3%	15%	4%	3%	4%	6%	10%	3%
										A						B	
A supermarket or high street store that does not offer eye tests	42	42	-	-	-	38	4	40	1	40	6	38	4	35	6	7	35
	4%	4%	-	-	-	3%	9%	3%	4%	3%	3%	3%	10%	3%	9%	6%	3%
						A						A			A		
Other	13	13	-	-	-	11	2	12	1	12	3	13	-	11	1	-	13
	1%	1%	-	-	-	1%	5%	1%	4%	1%	2%	1%	-	1%	1%	-	1%
						A											
Don't know	2	2	-	-	-	2	-	2	-	2	2	-	-	2	-	-	2
	*	*	-	-	-	*	-	*	-	*	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

	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	1196	1091	10	64	9	5	88	173	251	1167	197	27	-	1051	145	-
Weighted Total	1187	1082	10	64	9	5	88	174	249	1159	197	26	-	1043	145	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
The opticians you had your eye test in	992	913	6	46	7	3	62	132	208	975	144	19	-	886	105	-
	84%	84%	61%	72%	77%	58%	70%	76%	83%	84%	73%	73%	-	85%	73%	-
		BCF							a	B				B		
A different opticians than the one you had your eye test in	95	84	2	7	1	1	11	16	23	94	12	2	-	90	5	-
	8%	8%	20%	11%	12%	22%	13%	9%	9%	8%	6%	8%	-	9%	3%	-
														B		
The internet	44	37	2	5	-	-	7	15	6	36	30	4	-	16	28	-
	4%	3%	20%	8%	-	-	8%	9%	2%	3%	15%	15%	-	2%	19%	-
			A	a			A	B			A	A			A	
A supermarket or high street store that does not offer eye tests	42	34	-	6	1	-	7	8	9	40	6	1	-	39	3	-
	4%	3%	-	9%	12%	-	8%	5%	4%	3%	3%	4%	-	4%	2%	-
				A			A									
Other	13	12	-	-	-	1	1	2	2	12	3	-	-	10	3	-
	1%	1%	-	-	-	20%	1%	1%	1%	1%	2%	-	-	1%	2%	-
						ACF										
Don't know	2	2	-	-	-	-	-	-	1	2	2	-	-	1	1	-
	*	*	-	-	-	-	-	-	*	*	1%	-	-	*	1%	-
										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

		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
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	1194	509	685	154	250	361	312	117	62	160	146	102	88	59	93	169	106	985	57	94	58	1194
Weighted Total	1185	505	680	159	257	337	292	140	62	159	145	103	87	58	92	167	106	979	56	89	61	1185
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Convenience	401	187	214	55	84	121	91	50	24	51	55	35	28	15	27	59	41	334	18	27	21	401
	34%	37%	31%	34%	33%	36%	31%	36%	39%	32%	38%	34%	32%	26%	29%	35%	38%	34%	32%	30%	34%	34%
		B									f					f						
Pricing	242	104	138	45	75	54	56	12	9	33	23	18	20	15	20	39	24	200	14	17	12	242
	20%	21%	20%	29%	29%	16%	19%	8%	14%	21%	16%	18%	23%	25%	22%	23%	23%	20%	25%	19%	19%	20%
				CDE	CDE	E	E									c						
Always bought them there	177	66	110	12	22	56	47	39	7	25	25	17	14	8	11	21	17	144	9	16	7	177
	15%	13%	16%	8%	8%	17%	16%	28%	11%	16%	17%	16%	16%	14%	12%	13%	16%	15%	16%	18%	12%	15%
						AB	AB	ABCD														
Relationship with optician	123	55	67	12	17	38	39	16	8	14	14	9	13	3	13	15	10	99	4	10	9	123
	10%	11%	10%	8%	6%	11%	13%	12%	13%	9%	10%	9%	15%	5%	14%	9%	9%	10%	8%	11%	15%	10%
						B	aB	b					f		f							
Range of products	103	38	65	13	25	30	28	7	5	17	11	8	7	7	11	10	10	85	4	10	4	103
	9%	7%	10%	8%	10%	9%	10%	5%	8%	10%	7%	8%	8%	12%	12%	6%	9%	9%	6%	12%	6%	9%
Previous positive buying experience	43	16	26	3	8	11	11	9	4	3	7	4	1	3	3	7	2	34	3	4	2	43
	4%	3%	4%	2%	3%	3%	4%	6%	6%	2%	5%	4%	1%	5%	3%	4%	2%	3%	5%	4%	4%	4%
						a			be													
Recommended by a friend or family member	18	8	10	6	3	5	2	2	-	3	1	3	-	1	1	2	1	12	1	1	3	18
	1%	2%	1%	4%	1%	1%	1%	2%	-	2%	1%	3%	-	2%	1%	1%	1%	1%	2%	1%	5%	1%
				D								e									AE	
Other	55	21	33	3	18	14	16	3	2	11	8	3	4	5	3	11	1	47	2	4	2	55
	5%	4%	5%	2%	7%	4%	5%	2%	3%	7%	5%	3%	4%	9%	3%	6%	1%	5%	3%	4%	3%	5%
					Ae		a			I	i			I	I							
Don't know	25	10	15	9	5	7	2	1	3	3	1	5	1	2	4	2	1	22	1	1	1	25
	2%	2%	2%	6%	2%	2%	1%	1%	5%	2%	1%	5%	1%	3%	4%	1%	1%	2%	2%	1%	1%	2%
				BCDE					c			Chi			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

**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	Employment status						
		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
Significance Level: 95%		A	B	C	D	E	F	G
Unweighted Total	1194	550	95	85	20	6	23	47
Weighted Total	1185	542	93	82	21	6	23	46
	100%	100%	100%	100%	100%	100%	100%	100%
Convenience	401	177	34	27	11	2	7	22
	34%	33%	36%	33%	51%	31%	30%	49%
					ah			AcH
Pricing	242	131	20	20	6	-	3	8
	20%	24%	21%	24%	30%	-	14%	17%
		H		H	h			
Always bought them there	177	66	10	13	-	4	3	4
	15%	12%	10%	15%	-	69%	13%	9%
		d		d		ABCDFGH		ABDg
Relationship with optician	123	55	11	6	-	-	5	5
	10%	10%	11%	7%	-	-	22%	10%
							aCD	
Range of products	103	54	8	8	1	-	1	3
	9%	10%	8%	10%	5%	-	4%	6%
Previous positive buying experience	43	17	2	2	-	-	1	-
	4%	3%	2%	2%	-	-	4%	-
								ag
Recommended by a friend or family member	18	11	-	-	1	-	1	-
	1%	2%	-	-	5%	-	4%	-
					BC		Bc	
Other	55	24	5	5	-	-	-	3
	5%	4%	5%	6%	-	-	-	7%
Don't know	25	7	5	2	2	-	2	1
	2%	1%	5%	2%	9%	-	9%	2%
			AH		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	1194	171	325	219	217	93	94	90	700	267	50	-	138	214	51	140	182	1161	29
Weighted Total	1185	168	326	216	214	93	94	93	692	263	50	-	136	214	51	142	181	1153	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Convenience	401	44	123	59	75	36	39	28	238	81	20	-	46	69	21	55	58	386	12
	34%	26%	38%	27%	35%	39%	42%	30%	34%	31%	39%	-	34%	32%	41%	39%	32%	33%	42%
			AC		ac	AC	AC												
Pricing	242	37	70	57	40	13	13	16	157	54	6	-	28	41	5	26	44	234	9
	20%	22%	22%	27%	19%	14%	14%	17%	23%	21%	12%	-	20%	19%	10%	18%	25%	20%	30%
			e	dEF					d				c				C		
Always bought them there	177	23	41	38	24	19	15	9	89	49	9	-	26	33	10	27	19	174	3
	15%	14%	13%	18%	11%	21%	16%	10%	13%	19%	18%	-	19%	16%	20%	19%	11%	15%	10%
				bD		bD				AB			E		e	E			
Relationship with optician	123	21	24	22	28	9	12	21	58	24	9	-	15	26	4	12	13	123	-
	10%	12%	8%	10%	13%	10%	13%	23%	8%	9%	18%	-	11%	12%	8%	9%	7%	11%	-
		b			B			BC			Bc							b	
Range of products	103	16	30	17	25	5	4	4	61	29	5	-	7	17	5	13	22	101	1
	9%	10%	9%	8%	12%	6%	4%	4%	9%	11%	10%	-	5%	8%	10%	9%	12%	9%	4%
					eF					a							A		
Previous positive buying experience	43	8	13	7	7	3	4	5	27	8	-	-	4	9	1	2	5	43	-
	4%	4%	4%	3%	3%	4%	4%	5%	4%	3%	-	-	3%	4%	2%	1%	3%	4%	-
								d											
Recommended by a friend or family member	18	3	5	5	-	-	1	-	9	9	-	-	-	4	-	1	3	18	-
	1%	2%	1%	3%	-	-	1%	-	1%	3%	-	-	-	2%	-	1%	2%	2%	-
		D	d	D						aB									
Other	55	12	15	6	11	6	3	5	40	7	1	-	7	10	3	5	12	53	2
	5%	7%	5%	3%	5%	6%	3%	6%	6%	3%	2%	-	5%	4%	6%	4%	6%	5%	7%
		C							c										
Don't know	25	4	4	4	4	2	3	5	13	1	1	-	3	5	2	1	4	23	2
	2%	3%	1%	2%	2%	2%	3%	6%	2%	*	2%	-	2%	2%	4%	1%	2%	2%	7%
								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 conf ident	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	1194	1194	-	-	-	1149	42	1163	23	1165	195	1156	37	1042	66	120	1074
Weighted Total	1185	1185	-	-	-	1141	41	1154	23	1157	195	1148	36	1036	65	123	1063
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Convenience	401	401	-	-	-	381	18	389	10	394	48	383	17	351	18	38	363
	34%	34%	-	-	-	33%	43%	34%	44%	34%	25%	33%	48%	34%	29%	31%	34%
										B			a				
Pricing	242	242	-	-	-	234	7	237	3	229	60	237	5	211	16	36	206
	20%	20%	-	-	-	21%	17%	21%	13%	20%	31%	21%	14%	20%	25%	30%	19%
										A						B	
Always bought them there	177	177	-	-	-	171	6	171	3	177	30	169	7	162	6	15	162
	15%	15%	-	-	-	15%	14%	15%	13%	15%	15%	15%	19%	16%	9%	12%	15%
Relationship with optician	123	123	-	-	-	122	1	123	-	118	21	122	1	107	6	14	109
	10%	10%	-	-	-	11%	2%	11%	-	10%	11%	11%	3%	10%	10%	11%	10%
						b		b									
Range of products	103	103	-	-	-	102	1	103	-	102	12	103	-	89	3	8	95
	9%	9%	-	-	-	9%	2%	9%	-	9%	6%	9%	-	9%	5%	7%	9%
										b							
Previous positive buying experience	43	43	-	-	-	42	1	43	-	42	6	42	1	33	4	1	42
	4%	4%	-	-	-	4%	2%	4%	-	4%	3%	4%	3%	3%	6%	1%	4%
																a	
Recommended by a friend or family member	18	18	-	-	-	18	-	18	-	18	3	18	-	17	-	1	17
	1%	1%	-	-	-	2%	-	2%	-	2%	2%	2%	-	2%	-	1%	2%
Other	55	55	-	-	-	50	5	51	2	55	7	51	4	48	6	1	54
	5%	5%	-	-	-	4%	12%	4%	8%	5%	4%	4%	10%	5%	9%	1%	5%
						A							a			A	
Don't know	25	25	-	-	-	22	3	20	5	24	8	24	1	18	5	9	15
	2%	2%	-	-	-	2%	7%	2%	22%	2%	4%	2%	3%	2%	8%	8%	1%
						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

		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%	Total	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	1194	1089	10	64	9	5	88	173	250	1165	195	27	-	1050	144	-
Weighted Total	1185	1080	10	64	9	5	88	174	248	1157	195	26	-	1042	144	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Convenience	401	376	3	10	5	4	22	53	91	394	48	6	-	369	32	-
	34%	35%	33%	16%	57%	80%	25%	30%	37%	34%	25%	23%	-	35%	22%	-
		Cf			Cf	ACF				B				B		
Pricing	242	221	2	17	1	-	20	48	53	229	60	7	-	191	51	-
	20%	20%	20%	27%	11%	-	23%	28%	21%	20%	31%	25%	-	18%	36%	-
										A				A		
Always bought them there	177	162	1	7	1	1	10	21	26	177	30	4	-	151	26	-
	15%	15%	9%	11%	10%	20%	11%	12%	11%	15%	15%	15%	-	14%	18%	-
Relationship with optician	123	106	1	15	1	-	17	18	19	118	21	4	-	109	13	-
	10%	10%	10%	24%	11%	-	19%	10%	8%	10%	11%	14%	-	11%	9%	-
				A			A									
Range of products	103	94	-	6	-	-	6	13	25	102	12	-	-	100	3	-
	9%	9%	-	9%	-	-	7%	8%	10%	9%	6%	-	-	10%	2%	-
										B				B		
Previous positive buying experience	43	40	-	2	-	-	2	5	4	42	6	1	-	38	5	-
	4%	4%	-	3%	-	-	2%	3%	2%	4%	3%	4%	-	4%	3%	-
Recommended by a friend or family member	18	17	-	-	-	-	-	3	6	18	3	-	-	15	3	-
	1%	2%	-	-	-	-	-	2%	3%	2%	2%	-	-	1%	2%	-
Other	55	48	2	4	-	-	6	9	16	55	7	3	-	50	5	-
	5%	4%	19%	6%	-	-	7%	5%	7%	5%	4%	11%	-	5%	3%	-
			A									b				
Don't know	25	18	1	3	1	-	5	5	8	24	8	2	-	19	6	-
	2%	2%	9%	5%	12%	-	6%	3%	3%	2%	4%	8%	-	2%	4%	-
			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

**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	Where purchased				
		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
Significance Level: 90%		a	b	c	d	e
Significance Level: 95%		A	B	C	D	E
Unweighted Total	1194	998	96	43	44	13
Weighted Total	1185	992	95	42	44	13
	100%	100%	100%	100%	100%	100%
Convenience	401	361	22	12	3	3
	34%	36%	23%	28%	7%	23%
		BD	D	D		
Pricing	242	151	33	15	38	6
	20%	15%	34%	36%	86%	45%
			A	A	ABCE	A
Always bought them there	177	166	7	3	-	1
	15%	17%	8%	6%	-	8%
		BcD	d	d		d
Relationship with optician	123	112	9	-	2	-
	10%	11%	9%	-	5%	-
		C	C			
Range of products	103	84	16	3	-	-
	9%	9%	16%	7%	-	-
		D	AD	d		
Previous positive buying experience	43	38	2	3	-	-
	4%	4%	2%	7%	-	-
			d			
Recommended by a friend or family member	18	16	1	1	-	-
	1%	2%	1%	2%	-	-
Other	55	44	3	5	-	3
	5%	4%	3%	12%	-	24%
				AbD		ABD
Don't know	25	21	2	1	1	-
	2%	2%	2%	2%	2%	-

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	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
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	1194	509	685	154	250	361	312	117	62	160	146	102	88	59	93	169	106	985	57	94	58	1194
Weighted Total	1185	505	680	159	257	337	292	140	62	159	145	103	87	58	92	167	106	979	56	89	61	1185
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	861	366	495	99	181	242	229	110	44	121	110	75	63	35	61	122	72	702	46	67	47	861
	73%	72%	73%	62%	70%	72%	78%	79%	71%	76%	75%	73%	72%	61%	67%	73%	68%	72%	81%	75%	76%	73%
						A	ABc	Ab		F	F					f						
Fairly satisfied	287	128	159	56	71	81	53	25	17	34	30	26	21	20	26	41	31	246	10	18	12	287
	24%	25%	23%	35%	28%	24%	18%	18%	28%	22%	21%	25%	24%	34%	28%	25%	29%	25%	19%	20%	20%	24%
				CDE	DE	d								bC								
Not very satisfied	31	11	19	4	4	11	7	3	-	3	5	1	2	3	5	4	3	26	-	3	2	31
	3%	2%	3%	3%	2%	3%	3%	2%	-	2%	3%	1%	2%	5%	5%	2%	3%	3%	-	3%	3%	3%
														ad	ad							
Not at all satisfied	6	-	6	-	1	2	3	-	-	1	1	1	1	-	-	-	-	4	-	2	-	6
	*	-	1%	-	*	1%	1%	-	-	1%	1%	1%	1%	-	-	-	-	*	-	2%	-	*
			A																ae			
Don't know	1	-	1	-	-	-	-	1	1	-	-	-	-	-	-	-	-	1	-	-	-	1
	*	-	*	-	-	-	-	1%	2%	-	-	-	-	-	-	-	-	*	-	-	-	*
								c	bch													
<b>Nets</b>																						
Satisfied	1148	494	654	155	252	324	282	135	61	155	139	101	84	55	87	163	103	948	56	85	59	1148
	97%	98%	96%	97%	98%	96%	97%	97%	98%	97%	96%	98%	97%	95%	95%	98%	97%	97%	100%	95%	97%	97%
																			c			
Not satisfied	36	11	25	4	5	13	10	3	-	4	6	2	3	3	5	4	3	30	-	4	2	36
	3%	2%	4%	3%	2%	4%	3%	2%	-	3%	4%	2%	3%	5%	5%	2%	3%	3%	-	5%	3%	3%
														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

	Total	Employment status						
		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
Significance Level: 95%		A	B	C	D	E	F	G
Unweighted Total	1194	550	95	85	20	6	23	47
Weighted Total	1185	542	93	82	21	6	23	46
	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	861	388	61	57	12	4	15	35
	73%	72%	65%	69%	54%	65%	65%	75%
		d						d
Fairly satisfied	287	139	30	24	9	2	8	7
	24%	26%	33%	29%	41%	35%	35%	16%
		H	GH	gH	GH		gH	
Not very satisfied	31	13	2	-	1	-	-	4
	3%	2%	2%	-	6%	-	-	9%
				C				AbCH
Not at all satisfied	6	1	-	1	-	-	-	-
	*	*	-	1%	-	-	-	-
Don't know	1	-	-	-	-	-	-	-
	*	-	-	-	-	-	-	-
<b>Nets</b>								
Satisfied	1148	527	91	81	20	6	23	42
	97%	97%	98%	99%	94%	100%	100%	91%
		G	g	G				g
Not satisfied	36	14	2	1	1	-	-	4
	3%	3%	2%	1%	6%	-	-	9%
								AbCh

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
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	1194	171	325	219	217	93	94	90	700	267	50	-	138	214	51	140	182	1161	29
Weighted Total	1185	168	326	216	214	93	94	93	692	263	50	-	136	214	51	142	181	1153	29
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Very satisfied	861	125	239	159	153	65	68	70	504	199	31	-	98	167	36	107	120	851	8
	73%	75%	74%	73%	71%	69%	72%	75%	73%	76%	62%	-	72%	78%	71%	76%	66%	74%	27%
										D						e		B	
Fairly satisfied	287	37	78	52	56	22	24	21	166	57	17	-	32	41	11	32	53	270	16
	24%	22%	24%	24%	26%	23%	26%	23%	24%	21%	34%	-	23%	19%	21%	22%	29%	23%	56%
										c						B		A	
Not very satisfied	31	6	8	5	3	5	2	1	17	7	2	-	3	5	3	3	4	27	4
	3%	3%	2%	2%	1%	6%	2%	1%	2%	3%	4%	-	2%	2%	6%	2%	2%	2%	14%
						D												A	
Not at all satisfied	6	-	-	-	2	2	-	1	5	-	-	-	4	-	1	-	4	5	1
	*	-	-	-	1%	2%	-	1%	1%	-	-	-	3%	-	2%	-	2%	*	3%
					b	aBC		c					Bd		B		Bd	a	
Don't know	1	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	1%	-	-	-	*	-
<b>Nets</b>																			
Satisfied	1148	162	318	211	209	86	92	91	670	256	48	-	130	208	47	139	174	1120	24
	97%	97%	98%	98%	98%	93%	98%	98%	97%	97%	96%	-	95%	97%	93%	98%	96%	97%	83%
			E	E	E		e									c		B	
Not satisfied	36	6	8	5	5	7	2	2	21	7	2	-	7	5	4	3	7	31	5
	3%	3%	2%	2%	2%	7%	2%	2%	3%	3%	4%	-	5%	2%	7%	2%	4%	3%	17%
						BCDf									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
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	1194	1194	-	-	-	1149	42	1163	23	1165	195	1156	37	1042	66	120	1074
Weighted Total	1185	1185	-	-	-	1141	41	1154	23	1157	195	1148	36	1036	65	123	1063
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very satisfied	861	861	-	-	-	850	10	853	2	841	145	861	-	772	29	82	779
	73%	73%	-	-	-	75%	24%	74%	9%	73%	74%	75%	-	75%	45%	67%	73%
						B		B				B		B			
Fairly satisfied	287	287	-	-	-	271	15	270	15	279	46	287	-	244	23	38	249
	24%	24%	-	-	-	24%	36%	23%	65%	24%	24%	25%	-	24%	35%	31%	23%
						a		A				B		A		b	
Not very satisfied	31	31	-	-	-	18	12	27	3	30	3	-	31	16	11	2	29
	3%	3%	-	-	-	2%	28%	2%	14%	3%	2%	-	85%	2%	17%	2%	3%
						A		A				A		A			
Not at all satisfied	6	6	-	-	-	1	5	3	3	6	1	-	6	4	2	-	6
	*	*	-	-	-	*	11%	*	12%	*	*	-	15%	*	3%	-	1%
						A		A				A		A			
Don't know	1	1	-	-	-	1	-	1	-	1	-	-	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	-	-	*	-	-	*
<b>Nets</b>																	
Satisfied	1148	1148	-	-	-	1121	25	1123	17	1120	191	1148	-	1016	52	121	1027
	97%	97%	-	-	-	98%	60%	97%	74%	97%	98%	100%	-	98%	81%	98%	97%
						B		B				B		B			
Not satisfied	36	36	-	-	-	19	16	30	6	35	4	-	36	20	13	2	34
	3%	3%	-	-	-	2%	40%	3%	26%	3%	2%	-	100%	2%	19%	2%	3%
						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		
		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%	Total	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	1194	1089	10	64	9	5	88	173	250	1165	195	27	-	1050	144	-
Weighted Total	1185	1080	10	64	9	5	88	174	248	1157	195	26	-	1042	144	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Very satisfied	861	807	5	33	4	4	47	112	179	841	145	15	-	751	110	-
	73%	75%	52%	52%	45%	81%	53%	65%	72%	73%	74%	59%	-	72%	77%	-
		CDF							a		c					
Fairly satisfied	287	241	4	29	4	1	38	56	63	279	46	11	-	257	30	-
	24%	22%	38%	45%	43%	19%	43%	32%	25%	24%	24%	41%	-	25%	21%	-
				A			A					Ab				
Not very satisfied	31	26	1	2	1	-	4	6	4	30	3	-	-	28	3	-
	3%	2%	10%	3%	11%	-	4%	3%	2%	3%	2%	-	-	3%	2%	-
				a												
Not at all satisfied	6	6	-	-	-	-	-	-	2	6	1	-	-	5	1	-
	*	1%	-	-	-	-	-	-	1%	*	*	-	-	*	1%	-
Don't know	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Nets																
Satisfied	1148	1048	9	62	8	5	85	168	242	1120	191	26	-	1008	140	-
	97%	97%	90%	97%	89%	100%	96%	97%	98%	97%	98%	100%	-	97%	97%	-
Not satisfied	36	31	1	2	1	-	4	6	6	35	4	-	-	32	4	-
	3%	3%	10%	3%	11%	-	4%	3%	2%	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

	Total	Gender		Age					Region								Country					
		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	1156	498	658	150	245	347	301	113	61	156	140	100	85	56	88	165	103	954	57	89	56	1156
Weighted Total	1148	494	654	155	252	324	282	135	61	155	139	101	84	55	87	163	103	948	56	85	59	1148
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Helpful staff	195	66	129	24	32	71	47	20	7	30	26	20	16	13	13	20	14	158	6	18	13	195
	17%	13%	20%	15%	13%	22%	17%	15%	11%	19%	19%	20%	19%	23%	15%	12%	13%	17%	11%	21%	22%	17%
			A			aBd				h	h	h		aH								
Reasonable pricing / good value for money	177	83	94	26	50	45	46	9	8	21	17	13	14	9	21	27	17	146	8	12	10	177
	15%	17%	14%	17%	20%	14%	16%	7%	13%	14%	12%	13%	16%	16%		17%	16%	15%	14%	14%	17%	15%
				E	cE	E	E								BCd							
Good range of products	147	55	92	18	36	48	29	16	11	20	27	9	9	5	8	18	13	120	10	10	7	147
	13%	11%	14%	12%	14%	15%	10%	12%	19%	13%	19%	9%	11%	9%	9%	11%	13%	13%	18%	12%	12%	13%
						d			d		DefGH											
Good advice on purchases	105	42	62	11	20	30	24	20	5	10	14	9	10	3	8	23	11	92	-	7	6	105
	9%	9%	10%	7%	8%	9%	8%	15%	8%	7%	10%	8%	11%	6%	9%	14%	11%	10%	-	8%	10%	9%
							ABcD									Bf		B		B	B	B
Good overall experience/service / no problems / got what I wanted	84	44	40	6	16	17	28	17	4	15	8	4	9	6	11	12	5	73	2	6	3	84
	7%	9%	6%	4%	6%	5%	10%	13%	7%	9%	6%	4%	10%	11%	12%	7%	5%	8%	3%	7%	5%	7%
		b					AC	AbC		d			d	d	cDi							
Quick service / quick and easy	76	40	35	17	21	25	7	6	5	11	5	9	3	3	8	13	7	64	6	4	2	76
	7%	8%	5%	11%	8%	8%	3%	4%	8%	7%	3%	9%	4%	5%	9%	8%	7%	7%	10%	5%	3%	7%
		b		DE	D	D						c			c	c						
Not pressured to purchase	63	20	43	6	9	19	20	9	5	11	11	6	3	1	4	8	6	54	4	3	2	63
	6%	4%	7%	4%	4%	6%	7%	7%	8%	7%	8%	6%	3%	2%	5%	5%	6%	6%	7%	3%	4%	6%
		a					b															
Sight was improved / could see better / worked well	54	29	25	5	4	15	18	12	3	9	1	6	4	1	1	12	6	43	1	5	6	54
	5%	6%	4%	3%	2%	5%	6%	9%	5%	6%	1%	6%	5%	2%	1%	7%	6%	4%	2%	5%	10%	5%
		b				B	B	aB	c	Cg		Cg	C			CG	Cg				abe	
Polite / good communication	51	23	27	4	12	15	14	5	4	6	12	4	2	1	1	5	4	38	7	4	2	51
	4%	5%	4%	3%	5%	5%	5%	3%	6%	4%	9%	4%	2%	2%	1%	3%	4%	4%	12%	4%	3%	4%
									g		befGH								Ac			
Liked the glasses / appearance / suit me	26	13	13	5	8	3	8	2	2	5	3	2	1	1	1	4	3	22	3	1	-	26
	2%	3%	2%	3%	3%	1%	3%	2%	4%	3%	2%	2%	1%	2%	1%	2%	3%	2%	6%	1%	-	2%
				C	C		c												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

**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	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	1156	498	658	150	245	347	301	113	61	156	140	100	85	56	88	165	103	954	57	89	56	1156
Weighted Total	1148	494	654	155	252	324	282	135	61	155	139	101	84	55	87	163	103	948	56	85	59	1148
	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%	2%	1%	2%	2%	1%	2%	-	-	2%	1%	2%	2%	2%	1%	1%	2%	1%	2%	2%	-	1%
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%	2%	1%	1%	2%	1%	2%	-	1%	1%	-	-	-	2%	1%	1%	-	2%	2%	1%
Professional / competent / efficient	12	4	8	1	4	4	2	1	-	-	-	-	2	3	2	2	3	12	-	-	-	12
	1%	1%	1%	1%	2%	1%	1%	1%	-	-	-	-	2%	5%	2%	1%	3%	1%	-	-	-	1%
													bc	aBCDh	bc	BCd						
Quality / good quality	10	3	7	-	3	1	4	2	1	2	-	2	1	1	1	-	1	9	-	1	-	10
	1%	1%	1%	-	1%	*	1%	2%	2%	1%	-	2%	1%	2%	1%	-	1%	1%	-	1%	-	1%
									h			h		h								
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%	3%	*	-	-	2%	1%	-	1%	2%	2%	2%	-	-	1%	-	1%	-	1%
				D	CDe								cH	h	cH							
Negative comments	7	4	3	4	-	3	-	-	-	-	3	1	-	1	1	-	-	6	-	1	-	7
	1%	1%	*	3%	-	1%	-	-	-	-	2%	1%	-	2%	1%	-	-	1%	-	1%	-	1%
				BDe							bh			bh								
Good aftercare	6	3	3	1	1	2	1	1	-	-	-	-	-	1	-	-	1	2	2	2	-	6
	1%	1%	*	1%	*	1%	*	1%	-	-	-	-	-	2%	-	-	1%	*	3%	2%	-	1%
														bh					AE	AE		
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%	-	*	-	-	-	*
							c															
Everything in one place / one stop shop	3	-	3	-	-	2	1	-	-	2	-	-	-	-	-	-	-	2	-	1	-	3
	*	-	*	-	-	1%	*	-	-	1%	-	-	-	-	-	-	-	*	-	1%	-	*
Local / convenient to get to	2	1	1	-	-	2	-	-	-	-	-	-	-	1	-	-	-	1	-	1	-	2
	*	*	*	-	-	1%	-	-	-	-	-	-	-	2%	-	-	-	*	-	1%	-	*
														bh					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

**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	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
		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	1156	498	658	150	245	347	301	113	61	156	140	100	85	56	88	165	103	954	57	89	56	1156
Weighted Total	1148	494	654	155	252	324	282	135	61	155	139	101	84	55	87	163	103	948	56	85	59	1148
	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	1	1	-	-	-	1	-	-	-	-	-	-	1	-	-	-	-	1	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	-	-	1%	-	-	-	-	*	-	-	-	*
Other	22	7	16	2	4	5	7	3	1	-	3	4	1	-	-	6	2	17	-	2	4	22
	2%	1%	2%	1%	2%	2%	3%	3%	2%	-	2%	4%	1%	-	-	4%	2%	2%	-	2%	6%	2%
									b		b	Bg				Bg	b				AbE	
Don't know	65	36	29	17	18	9	13	8	3	9	3	7	4	4	5	8	7	51	6	4	4	65
	6%	7%	4%	11%	7%	3%	5%	6%	5%	6%	2%	7%	5%	7%	6%	5%	7%	5%	12%	5%	6%	6%
		B		CD	C					c		c		c			c		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

**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.	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
1156	535	93	84	19	6	23	43	336
1148	527	91	81	20	6	23	42	341
100%	100%	100%	100%	100%	100%	100%	100%	100%
195	95	19	13	-	1	1	6	56
17%	18%	21%	16%	-	18%	4%	14%	17%
	Df	Df	d		d		d	d
177	90	12	17	3	1	3	7	45
15%	17%	13%	20%	15%	17%	13%	16%	13%
			h					
147	74	16	8	4	-	3	2	40
13%	14%	17%	10%	18%	-	13%	5%	12%
	g	G	g					
105	47	4	9	1	1	2	6	32
9%	9%	4%	11%	5%	18%	8%	14%	9%
			b				B	
84	26	7	6	-	-	2	7	34
7%	5%	7%	7%	-	-	9%	17%	10%
							Abcd	A
76	42	7	6	2	-	1	5	11
7%	8%	8%	7%	10%	-	5%	13%	3%
	H	h	h				H	
63	27	4	4	-	-	2	1	26
6%	5%	4%	5%	-	-	9%	2%	8%
54	20	3	2	1	-	1	3	24
5%	4%	3%	3%	5%	-	4%	7%	7%
								A
51	21	5	4	1	1	2	1	14
4%	4%	5%	5%	5%	14%	8%	2%	4%
26	13	2	2	1	-	1	-	7
2%	2%	2%	2%	5%	-	4%	-	2%
16	5	3	2	-	-	-	-	5
1%	1%	3%	2%	-	-	-	-	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?**

### a) Main reason

Base: All satisfied with their purchasing experience

	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
1156	535	93	84	19	6	23	43	336
1148	527	91	81	20	6	23	42	341
100%	100%	100%	100%	100%	100%	100%	100%	100%
12	7	2	-	-	-	-	1	2
1%	1%	2%	-	-	-	-	2%	1%
		h						
12	6	1	-	1	1	1	-	2
1%	1%	1%	-	5%	17%	4%	-	1%
				CH	ABCGH	ch		
10	5	-	-	-	-	1	-	4
1%	1%	-	-	-	-	4%	-	1%
						bc		
10	9	-	-	-	-	-	1	-
1%	2%	-	-	-	-	-	2%	-
	H						H	
7	4	-	2	1	-	-	-	-
1%	1%	-	2%	5%	-	-	-	-
			H	ABH				
6	2	-	-	-	-	-	-	3
1%	*	-	-	-	-	-	-	1%
3	1	-	-	-	-	-	-	2
*	*	-	-	-	-	-	-	1%
3	1	-	-	-	-	-	-	1
*	*	-	-	-	-	-	-	*
3	2	-	-	-	-	-	-	1
*	*	-	-	-	-	-	-	*
2	1	1	-	-	-	-	-	-
*	*	1%	-	-	-	-	-	-
		h						
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.	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
1156	535	93	84	19	6	23	43	336
1148	527	91	81	20	6	23	42	341
100%	100%	100%	100%	100%	100%	100%	100%	100%
22	9	3	-	-	1	-	-	10
2%	2%	3%	-	-	17%	-	-	3%
					AbCdFgH			
65	20	3	7	5	-	3	2	22
6%	4%	4%	8%	26%	-	13%	5%	7%
			a	ABCGH		Ab		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?**

### a) Main reason

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
		A	B	C	D	E	F	A	B	C	D	E	A	B	C	D	E	A	B
Significance Level: 90%																			
Significance Level: 95%																			
Unweighted Total	1156	165	317	214	212	86	92	88	678	260	48	-	131	208	47	137	174	1128	24
Weighted Total	1148	162	318	211	209	86	92	91	670	256	48	-	130	208	47	139	174	1120	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Helpful staff	195	31	51	41	32	17	11	13	121	38	6	-	18	39	13	19	33	191	4
	17%	19%	16%	19%	15%	20%	12%	14%	18%	15%	12%	-	14%	19%	27% AD	14%	19%	17%	17%
Reasonable pricing / good value for money	177	18	57	30	38	11	13	15	114	35	6	-	20	34	5	24	29	171	6
	15%	11%	18%	14%	18%	12%	14%	17%	17%	14%	13%	-	16%	16%	11%	17%	17%	15%	25%
		a	a																
Good range of products	147	15	45	33	26	14	12	11	82	42	5	-	12	29	6	19	21	144	2
	13%	9%	14%	16%	12%	16%	13%	12%	12%	16%	11%	-	9%	14%	12%	14%	12%	13%	9%
		a	b																
Good advice on purchases	105	25	27	14	16	8	12	9	63	18	8	-	9	25	4	16	18	104	1
	9%	15%	8%	7%	7%	9%	13%	10%	9%	7%	16%	-	7%	12%	9%	12%	11%	9%	4%
		BCD					c				C								
Good overall experience/service / no problems / got what I wanted	84	12	22	12	12	5	9	5	35	24	7	-	12	10	5	6	5	83	1
	7%	7%	7%	6%	6%	6%	9%	6%	5%	10%	14%	-	9%	5%	11%	4%	3%	7%	4%
										B	B		E		E				
Quick service / quick and easy	76	8	29	17	8	4	7	4	53	14	3	-	9	11	4	5	19	72	4
	7%	5%	9%	8%	4%	5%	7%	4%	8%	5%	6%	-	7%	5%	8%	4%	11%	6%	17%
		aD	d														BD	A	
Not pressured to purchase	63	10	15	10	13	10	3	7	32	21	1	-	11	15	1	13	6	63	-
	6%	6%	5%	5%	6%	11%	3%	8%	5%	8%	2%	-	9%	7%	2%	9%	3%	6%	-
						BCF				b			E	e		cE			
Sight was improved / could see better / worked well	54	11	11	8	15	2	3	4	27	14	4	-	5	11	3	4	5	54	-
	5%	7%	4%	4%	7%	2%	3%	4%	4%	6%	8%	-	4%	5%	7%	3%	3%	5%	-
		b			b														
Polite / good communication	51	6	12	11	8	4	4	3	27	12	4	-	6	6	1	5	7	49	1
	4%	4%	4%	5%	4%	5%	4%	3%	4%	5%	8%	-	5%	3%	2%	4%	4%	4%	4%
Liked the glasses / appearance / suit me	26	2	7	2	9	3	2	4	14	7	-	-	3	2	-	6	7	26	-
	2%	1%	2%	1%	4%	4%	2%	4%	2%	3%	-	-	2%	1%	-	4%	4%	2%	-
					aC											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

**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 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	1156	165	317	214	212	86	92	88	678	260	48	-	131	208	47	137	174	1128	24
Weighted Total	1148	162	318	211	209	86	92	91	670	256	48	-	130	208	47	139	174	1120	24
	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%	-	-	2%	1%	-	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%	2%	*	1%	-	1%	2%	1%	2%	-	-	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			
Quality / good quality	10	2	1	1	3	1	-	1	5	1	-	-	3	1	-	-	-	10	-
	1%	1%	*	*	2%	1%	-	1%	1%	*	-	-	2%	*	-	-	-	1%	-
													dE						
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	7	1	3	-	3	-	-	-	5	2	-	-	1	1	-	1	-	7	-
	1%	1%	1%	-	1%	-	-	-	1%	1%	-	-	1%	*	-	1%	-	1%	-
					c														
Good aftercare	6	1	2	-	1	-	1	-	4	2	-	-	1	1	-	2	1	6	-
	1%	1%	1%	-	*	-	1%	-	1%	1%	-	-	1%	*	-	1%	*	1%	-
Always see the same person / been going for years / they know me	3	-	1	-	1	-	1	-	2	-	1	-	-	-	-	-	-	3	-
	*	-	*	-	*	-	1%	-	*	-	2%	-	-	-	-	-	-	*	-
											bC								
Seen on time / not kept waiting	3	-	-	-	1	-	-	-	1	1	-	-	-	-	-	-	-	3	-
	*	-	-	-	*	-	-	-	*	*	-	-	-	-	-	-	-	*	-
Everything in one place / one stop shop	3	1	-	-	1	-	-	1	2	-	-	-	-	-	-	-	2	1	1
	*	1%	-	-	*	1%	-	1%	*	-	-	-	-	-	-	-	1%	*	3%
						b		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

	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	1156	165	317	214	212	86	92	88	678	260	48	-	131	208	47	137	174	1128	24
Weighted Total	1148	162	318	211	209	86	92	91	670	256	48	-	130	208	47	139	174	1120	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Local / convenient to get to	2	-	1	1	-	-	-	-	-	2	-	-	1	-	-	-	1	2	-
	*	-	*	*	-	-	-	-	-	1% B	-	-	1%	-	-	-	1%	*	-
Well looked after / good care / helpful / understanding	1	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-
	*	-	*	-	-	-	-	1% Bc	-	-	-	-	-	-	-	-	-	*	-
Other	22	3	3	6	4	3	3	1	15	4	-	-	4	4	1	4	5	22	-
	2%	2%	1%	3% b	2%	4% b	4% b	1%	2%	2%	-	-	3%	2%	2%	3%	3%	2%	-
Don't know	65	5	17	14	13	3	6	8	38	6	4	-	9	14	3	7	7	61	4
	6%	3%	5%	7% a	6%	3%	7%	8% C	6% C	2% C	8% C	-	7%	7%	6%	5%	4%	5%	17% 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

	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
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	1156	1156	-	-	-	1129	25	1131	17	1128	191	1156	-	1021	53	118	1038
Weighted Total	1148	1148	-	-	-	1121	25	1123	17	1120	191	1148	-	1016	52	121	1027
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Helpful staff	195	195	-	-	-	188	6	191	3	191	24	195	-	170	9	13	182
	17%	17%	-	-	-	17%	24%	17%	17%	17%	13%	17%	-	17%	17%	11%	18% a
Reasonable pricing / good value for money	177	177	-	-	-	177	-	172	2	170	34	177	-	163	8	19	157
	15%	15%	-	-	-	16% B	-	15%	11%	15%	18%	15%	-	16%	15%	16%	15%
Good range of products	147	147	-	-	-	143	4	144	2	146	16	147	-	133	6	25	122
	13%	13%	-	-	-	13%	16%	13%	11%	13%	8% b	13%	-	13%	12%	21% B	12%
Good advice on purchases	105	105	-	-	-	103	2	103	1	105	11	105	-	96	3	4	101
	9%	9%	-	-	-	9%	8%	9%	6%	9%	6%	9%	-	9%	6%	3%	10% A
Good overall experience/service / no problems / got what I wanted	84	84	-	-	-	83	1	84	-	82	9	84	-	76	1	8	76
	7%	7%	-	-	-	7%	4%	7%	-	7%	5%	7%	-	7%	2%	7%	7%
Quick service / quick and easy	76	76	-	-	-	75	1	75	1	72	26	76	-	66	2	7	68
	7%	7%	-	-	-	7%	4%	7%	6%	6%	13% A	7%	-	7%	4%	6%	7%
Not pressured to purchase	63	63	-	-	-	62	1	62	1	63	5	63	-	56	5	5	58
	6%	6%	-	-	-	6%	4%	6%	6%	6%	3% b	6%	-	5%	10%	4%	6%
Sight was improved / could see better / worked well	54	54	-	-	-	53	1	53	1	52	6	54	-	49	3	7	47
	5%	5%	-	-	-	5%	4%	5%	6%	5%	3%	5%	-	5%	6%	6%	5%
Polite / good communication	51	51	-	-	-	50	1	50	1	49	9	51	-	45	3	3	48
	4%	4%	-	-	-	4%	4%	4%	6%	4%	5%	4%	-	4%	6%	2%	5%

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

	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
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	1156	1156	-	-	-	1129	25	1131	17	1128	191	1156	-	1021	53	118	1038
Weighted Total	1148	1148	-	-	-	1121	25	1123	17	1120	191	1148	-	1016	52	121	1027
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Liked the glasses / appearance / suit me	26	26	-	-	-	25	1	26	-	25	3	26	-	23	1	5	21
	2%	2%	-	-	-	2%	4%	2%	-	2%	2%	2%	-	2%	2%	4%	2%
Convenient	16	16	-	-	-	16	-	16	-	15	7	16	-	14	1	1	15
	1%	1%	-	-	-	1%	-	1%	-	1%	4%	1%	-	1%	2%	1%	1%
											A						
Routine / straightforward / confirmed what I know	12	12	-	-	-	11	1	12	-	11	3	12	-	10	2	1	11
	1%	1%	-	-	-	1%	4%	1%	-	1%	2%	1%	-	1%	4%	1%	1%
															a		
Professional / competent / efficient	12	12	-	-	-	12	-	12	-	12	3	12	-	10	1	-	12
	1%	1%	-	-	-	1%	-	1%	-	1%	2%	1%	-	1%	2%	-	1%
Quality / good quality	10	10	-	-	-	10	-	10	-	10	-	10	-	8	1	-	10
	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%	5%	1%	-	1%	-	1%	1%
											A						
Negative comments	7	7	-	-	-	7	-	7	-	6	3	7	-	5	1	2	5
	1%	1%	-	-	-	1%	-	1%	-	1%	2%	1%	-	*	2%	2%	*
																b	
Good aftercare	6	6	-	-	-	6	-	6	-	6	2	6	-	3	2	-	6
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	-	*	4%	-	1%
															A		
Always see the same person / been going for years / they know me	3	3	-	-	-	3	-	2	-	3	2	3	-	3	-	-	3
	*	*	-	-	-	*	-	*	-	*	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

	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
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	1156	1156	-	-	-	1129	25	1131	17	1128	191	1156	-	1021	53	118	1038
Weighted Total	1148	1148	-	-	-	1121	25	1123	17	1120	191	1148	-	1016	52	121	1027
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Seen on time / not kept waiting	3	3	-	-	-	3	-	3	-	3	-	3	-	3	-	-	3
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Everything in one place / one stop shop	3	3	-	-	-	3	-	3	-	3	1	3	-	2	-	-	3
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Local / convenient to get to	2	2	-	-	-	2	-	2	-	2	-	2	-	2	-	-	2
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Well looked after / good care / helpful / understanding	1	1	-	-	-	1	-	1	-	1	-	1	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
Other	22	22	-	-	-	21	2	22	-	21	6	22	-	19	-	3	19
	2%	2%	-	-	-	2%	8%	2%	-	2%	3%	2%	-	2%	-	3%	2%
							A										
Don't know	65	65	-	-	-	60	4	59	5	64	12	65	-	52	4	15	50
	6%	6%	-	-	-	5%	17%	5%	30%	6%	6%	6%	-	5%	8%	12%	5%
							A		A							B	

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

		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
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	1156	1056	9	62	8	5	84	167	244	1128	191	27	-	1016	140	-
Weighted Total	1148	1048	9	62	8	5	85	168	242	1120	191	26	-	1008	140	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Helpful staff	195	185	1	5	2	-	8	22	40	191	24	2	-	177	18	-
	17%	18%	11%	8%	23%	-	9%	13%	16%	17%	13%	8%	-	18%	13%	-
		cF														
Reasonable pricing / good value for money	177	158	3	11	1	2	17	27	35	170	34	4	-	150	26	-
	15%	15%	32%	18%	13%	41%	20%	16%	14%	15%	18%	15%	-	15%	19%	-
Good range of products	147	137	1	8	1	-	10	32	41	146	16	3	-	141	6	-
	13%	13%	10%	13%	13%	-	12%	19%	17%	13%	8%	11%	-	14%	4%	-
										b				B		
Good advice on purchases	105	96	-	6	-	1	7	10	28	105	11	3	-	98	7	-
	9%	9%	-	10%	-	20%	8%	6%	12%	9%	6%	12%	-	10%	5%	-
									a					b		
Good overall experience/service / no problems / got what I wanted	84	73	1	6	-	1	8	12	12	82	9	2	-	80	4	-
	7%	7%	11%	9%	-	19%	9%	7%	5%	7%	5%	8%	-	8%	3%	-
														B		
Quick service / quick and easy	76	69	-	7	-	-	7	16	22	72	26	1	-	52	23	-
	7%	7%	-	11%	-	-	8%	9%	9%	6%	13%	3%	-	5%	17%	-
										A				A		
Not pressured to purchase	63	60	-	2	1	-	3	7	13	63	5	2	-	59	4	-
	6%	6%	-	3%	13%	-	3%	4%	5%	6%	3%	7%	-	6%	3%	-
										b						
Sight was improved / could see better / worked well	54	53	-	1	-	-	1	4	8	52	6	2	-	50	4	-
	5%	5%	-	2%	-	-	1%	2%	3%	5%	3%	7%	-	5%	3%	-
Polite / good communication	51	48	1	-	1	-	2	8	11	49	9	1	-	46	5	-
	4%	5%	11%	-	12%	-	2%	5%	4%	4%	5%	4%	-	5%	4%	-
		c	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

	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	1156	1056	9	62	8	5	84	167	244	1128	191	27	-	1016	140	-
Weighted Total	1148	1048	9	62	8	5	85	168	242	1120	191	26	-	1008	140	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Liked the glasses / appearance / suit me	26	22	-	4	-	-	4	6	5	25	3	1	-	25	1	-
	2%	2%	-	6%	-	-	5%	3%	2%	2%	2%	4%	-	2%	1%	-
				A												
Convenient	16	13	1	1	-	-	2	2	1	15	7	-	-	9	7	-
	1%	1%	11%	2%	-	-	2%	1%	*	1%	4%	-	-	1%	5%	-
			A								A				A	
Routine / straightforward / confirmed what I know	12	11	-	1	-	-	1	2	3	11	3	-	-	9	3	-
	1%	1%	-	2%	-	-	1%	1%	1%	1%	2%	-	-	1%	2%	-
Professional / competent / efficient	12	10	-	-	-	1	1	2	3	12	3	-	-	9	3	-
	1%	1%	-	-	-	20%	1%	1%	1%	1%	2%	-	-	1%	2%	-
						ACF										
Quality / good quality	10	9	-	1	-	-	1	1	-	10	-	-	-	10	-	-
	1%	1%	-	2%	-	-	1%	1%	-	1%	-	-	-	1%	-	-
Home delivery / fast/efficient delivery service	10	10	-	-	-	-	-	1	1	10	9	-	-	1	9	-
	1%	1%	-	-	-	-	-	1%	*	1%	5%	-	-	*	7%	-
											A				A	
Negative comments	7	4	-	2	-	-	2	3	4	6	3	-	-	4	3	-
	1%	*	-	3%	-	-	2%	2%	2%	1%	2%	-	-	*	2%	-
				A			A								A	
Good aftercare	6	6	-	-	-	-	-	1	-	6	2	1	-	5	1	-
	1%	1%	-	-	-	-	-	1%	-	1%	1%	3%	-	*	1%	-
Always see the same person / been going for years / they know me	3	3	-	-	-	-	-	-	-	3	2	-	-	1	2	-
	*	*	-	-	-	-	-	-	-	*	1%	-	-	*	2%	-
											a				A	

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
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	1156	1056	9	62	8	5	84	167	244	1128	191	27	-	1016	140	-
Weighted Total	1148	1048	9	62	8	5	85	168	242	1120	191	26	-	1008	140	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Seen on time / not kept waiting	3	2	-	-	-	-	-	-	-	3	-	-	-	3	-	-
	*	*	-	-	-	-	-	-	-	*	-	-	-	*	-	-
Everything in one place / one stop shop	3	3	-	-	-	-	-	-	-	3	1	1	-	2	1	-
	*	*	-	-	-	-	-	-	-	*	*	3% A	-	*	1%	-
Local / convenient to get to	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
Well looked after / good care / helpful / understanding	1	1	-	-	-	-	-	1	-	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	1%	-	*	-	-	-	*	-	-
Other	22	19	-	3	-	-	3	1	2	21	6	2	-	18	5	-
	2%	2%	-	5% a	-	-	4%	1%	1%	2%	3%	7% a	-	2%	3%	-
Don't know	65	56	1	4	2	-	7	10	14	64	12	2	-	57	8	-
	6%	5%	14%	6%	26% Ac	-	9%	6%	6%	6%	6%	8%	-	6%	6%	-

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	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
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	1156	498	658	150	245	347	301	113	61	156	140	100	85	56	88	165	103	954	57	89	56	1156
Weighted Total	1148	494	654	155	252	324	282	135	61	155	139	101	84	55	87	163	103	948	56	85	59	1148
	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	152	64	88	11	44	53	39	6	8	17	26	8	8	7	13	23	13	121	11	12	8	152
	13%	13%	13%	7%	18%	16%	14%	4%	13%	11%	18%	8%	9%	12%	15%	14%	12%	13%	20%	14%	14%	13%
					AE	AE	AE				bDe											
Helpful staff	142	54	88	17	31	40	39	15	10	17	23	13	9	5	9	17	11	113	8	10	11	142
	12%	11%	13%	11%	12%	12%	14%	11%	16%	11%	16%	13%	10%	9%	10%	10%	11%	12%	14%	12%	18%	12%
Good range of products	103	44	59	12	21	33	26	10	5	19	17	5	4	2	9	24	9	94	5	4	1	103
	9%	9%	9%	8%	9%	10%	9%	8%	8%	12%	12%	5%	5%	4%	10%	15%	9%	10%	8%	4%	2%	9%
										def	def					DEF		cD				d
Polite / good communication	84	29	55	7	22	28	18	9	1	8	15	9	9	5	5	12	8	71	4	4	4	84
	7%	6%	8%	5%	9%	9%	6%	7%	2%	5%	11%	9%	11%	9%	5%	7%	8%	8%	8%	5%	6%	7%
											Ab	a	A	a								
Good advice on purchases	64	20	44	5	16	16	22	3	1	14	11	2	4	3	6	7	7	54	4	4	1	64
	6%	4%	7%	3%	7%	5%	8%	3%	2%	9%	8%	2%	5%	5%	7%	4%	7%	6%	8%	5%	2%	6%
			A				aE			aDh	aD											
Not pressured to purchase	38	8	30	4	8	19	5	2	2	8	6	1	2	1	7	5	2	33	3	2	-	38
	3%	2%	5%	3%	3%	6%	2%	2%	3%	5%	4%	1%	2%	2%	8%	3%	2%	4%	5%	2%	-	3%
			A			De				d					Dhi							
Quick service / quick and easy	32	9	23	5	4	8	7	8	2	3	6	5	-	1	2	5	2	26	1	4	1	32
	3%	2%	3%	3%	2%	3%	2%	6%	3%	2%	5%	5%	-	2%	2%	3%	2%	3%	1%	5%	1%	3%
			a				Bd		e		E	E										
Home delivery / fast/efficient delivery service	9	4	5	4	1	2	1	1	-	2	2	1	1	1	-	1	-	8	-	-	1	9
	1%	1%	1%	3%	*	1%	*	1%	-	1%	1%	1%	1%	2%	-	1%	-	1%	-	-	2%	1%
				bcD																		
Convenient	9	4	5	2	5	2	-	-	-	4	1	2	-	-	-	1	1	9	-	-	-	9
	1%	1%	1%	1%	2%	1%	-	-	-	3%	1%	2%	-	-	-	1%	1%	1%	-	-	-	1%
				D	D																	
Sight was improved / could see better / worked well	9	3	6	1	4	1	2	1	2	1	3	1	-	-	-	1	-	8	-	1	-	9
	1%	1%	1%	1%	2%	*	1%	1%	3%	1%	2%	1%	-	-	-	1%	-	1%	-	1%	-	1%
					c				egi													

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	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
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	1156	498	658	150	245	347	301	113	61	156	140	100	85	56	88	165	103	954	57	89	56	1156
Weighted Total	1148	494	654	155	252	324	282	135	61	155	139	101	84	55	87	163	103	948	56	85	59	1148
	100%	100%	100%	100%	100%	100%	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	9 1%	5 1%	4 1%	1 1%	- -	5 1%	2 1%	1 1%	1 2%	1 1%	- -	- -	2 3% cH	- -	2 2% ch	- -	1 1%	7 1%	- -	1 1%	1 2%	9 1%
Good aftercare	8 1%	1 *	7 1% a	1 1%	1 *	4 1%	2 1%	- -	2 3% CH	2 1%	- -	1 1%	- -	- -	1 1%	- -	1 1%	7 1%	- -	1 1%	- -	8 1%
Professional / competent / efficient	7 1%	2 *	5 1%	- -	1 *	3 1%	3 1%	- -	1 2%	1 1%	- -	2 2% c	1 1%	- -	- -	2 1%	- -	7 1%	- -	- -	- -	7 1%
Liked the glasses / appearance / suit me	6 1%	3 1%	3 *	3 2% cD	2 1%	1 *	- -	- -	- -	- -	1 1%	- -	1 1%	- -	2 2% b	1 1%	- -	5 1%	- -	1 1%	- -	6 1%
Negative comments	6 1%	5 1% b	1 *	2 1% b	- -	2 1%	2 1%	- -	- -	1 1%	2 1%	- -	- -	1 2% h	1 1%	- -	- -	5 1%	1 2%	- -	- -	6 1%
Local / convenient to get to	4 *	1 *	3 *	- -	1 *	2 1%	1 *	- -	- -	- -	1 1%	- -	- -	- -	- -	1 1%	- -	2 *	1 2% Ae	1 1%	- -	4 *
Routine / straightforward / confirmed what I know	2 *	1 *	1 *	- -	1 *	- -	1 *	- -	- -	- -	- -	- -	1 1%	- -	- -	- -	1 1%	2 *	- -	- -	- -	2 *
Quality / good quality	1 *	- -	1 *	- -	- -	- -	- -	1 1% c	- -	- -	- -	- -	- -	- -	- -	- -	1 1%	1 *	- -	- -	- -	1 *
Children were reassured / put at ease	1 *	- -	1 *	- -	1 *	- -	- -	- -	1 2% h	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *
Always see the same person / been going for years / they know me	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

**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	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
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	1156	498	658	150	245	347	301	113	61	156	140	100	85	56	88	165	103	954	57	89	56	1156
Weighted Total	1148	494	654	155	252	324	282	135	61	155	139	101	84	55	87	163	103	948	56	85	59	1148
	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%	-	*	-	-	-	*
Everything in one place / one stop shop	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	*	*	-	-	-	-	*	-	-	-	-	-	-	-	-	-	-	-	-	-	2%	*
																					AE	
Other	12	6	7	1	1	4	5	2	-	1	-	-	3	-	1	1	2	8	2	3	-	12
	1%	1%	1%	1%	*	1%	2%	1%	-	1%	-	-	3%	-	1%	1%	2%	1%	3%	3%	-	1%
													bCdh						a	Ae		
Don't know	591	272	319	91	123	152	140	85	33	83	54	59	46	30	40	81	54	480	29	47	34	591
	51%	55%	49%	59%	49%	47%	50%	63%	55%	54%	39%	58%	54%	56%	46%	50%	53%	51%	52%	55%	58%	51%
		B		bCd			BCD		C	C		Cg	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?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	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
1156	535	93	84	19	6	23	43	336
1148	527	91	81	20	6	23	42	341
100%	100%	100%	100%	100%	100%	100%	100%	100%
152	83	14	9	-	1	4	3	35
13%	16%	15%	11%	-	14%	17%	7%	10%
	dH	d				d		
142	72	11	6	1	1	4	4	41
12%	14%	12%	8%	5%	17%	17%	9%	12%
103	41	13	8	-	-	4	5	32
9%	8%	14%	10%	-	-	17%	12%	9%
		Ad				d		
84	42	5	6	-	-	2	3	25
7%	8%	5%	7%	-	-	9%	7%	7%
64	30	6	9	1	-	2	1	15
6%	6%	7%	11%	5%	-	8%	2%	4%
			agH					
38	23	4	-	1	-	2	3	5
3%	4%	4%	-	5%	-	8%	7%	1%
	CH	ch		C		CH	CH	
32	11	3	3	2	-	1	-	12
3%	2%	3%	3%	10%	-	4%	-	4%
				AG				
9	5	-	1	1	-	-	-	2
1%	1%	-	1%	5%	-	-	-	1%
				BH				
9	8	-	1	-	-	-	-	-
1%	2%	-	1%	-	-	-	-	-
	H		H					
9	5	1	1	-	-	-	-	2
1%	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?**

### b) Other reasons

Base: All satisfied with their purchasing experience

		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	1156	535	93	84	19	6	23	43	336
Weighted Total	1148	527	91	81	20	6	23	42	341
	100%	100%	100%	100%	100%	100%	100%	100%	100%
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%	-	-	-	-	*
Professional / competent / efficient	7	3	-	-	-	-	-	1	3
	1%	1%	-	-	-	-	-	2%	1%
Liked the glasses / appearance / suit me	6	5	-	-	-	-	-	1	-
	1%	1%	-	-	-	-	-	2%	-
		h						H	
Negative comments	6	4	1	-	-	-	-	-	1
	1%	1%	1%	-	-	-	-	-	*
Local / convenient to get to	4	3	1	-	-	-	-	-	-
	*	1%	1%	-	-	-	-	-	-
			h						
Routine / straightforward / confirmed what I know	2	1	-	-	-	-	-	-	1
	*	*	-	-	-	-	-	-	*
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	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
Seen on time / not kept waiting	1	1	-	-	-	-	-	-	-
	*	*	-	-	-	-	-	-	-
Pleasant environment / comfortable / clean	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.	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
1156	535	93	84	19	6	23	43	336
1148	527	91	81	20	6	23	42	341
100%	100%	100%	100%	100%	100%	100%	100%	100%
1	-	-	-	-	-	-	-	1
*	-	-	-	-	-	-	-	*
12	4	2	1	-	-	-	-	6
1%	1%	2%	1%	-	-	-	-	2%
591	245	46	38	15	4	15	26	192
51%	46%	51%	47%	75%	69%	66%	61%	56%
				AbC		a	a	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	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	1156	165	317	214	212	86	92	88	678	260	48	-	131	208	47	137	174	1128	24
Weighted Total	1148	162	318	211	209	86	92	91	670	256	48	-	130	208	47	139	174	1120	24
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Reasonable pricing / good value for money	152	23	55	27	25	9	8	6	95	42	7	-	18	26	5	18	32	150	1
	13%	14%	17%	13%	12%	11%	9%	6%	14%	16%	14%	-	14%	12%	10%	13%	19%	13%	4%
			f						A	A							b		
Helpful staff	142	21	33	26	32	12	6	14	71	41	9	-	22	26	6	17	19	138	2
	12%	13%	10%	12%	15%	14%	6%	16%	11%	16%	18%	-	17%	13%	13%	13%	11%	12%	8%
					bF					B	b								
Good range of products	103	9	31	18	18	10	10	12	55	26	4	-	14	22	4	15	22	98	5
	9%	6%	10%	9%	8%	11%	11%	13%	8%	10%	9%	-	11%	10%	9%	11%	13%	9%	21%
																		A	
Polite / good communication	84	18	21	16	16	4	4	6	49	22	2	-	11	16	3	11	14	84	-
	7%	11%	7%	8%	8%	5%	4%	7%	7%	9%	4%	-	9%	8%	7%	8%	8%	7%	-
		ef																	
Good advice on purchases	64	10	17	13	16	6	-	8	42	11	1	-	8	10	2	7	13	62	2
	6%	6%	5%	6%	8%	7%	-	9%	6%	4%	2%	-	6%	5%	4%	5%	7%	6%	8%
		F	F	F	F	F													
Not pressured to purchase	38	7	10	8	8	1	3	1	23	9	2	-	4	8	2	5	10	36	2
	3%	4%	3%	4%	4%	1%	3%	1%	3%	3%	4%	-	3%	4%	4%	3%	6%	3%	9%
Quick service / quick and easy	32	2	10	11	3	3	2	3	19	8	-	-	3	9	2	5	6	32	-
	3%	1%	3%	5%	1%	3%	2%	4%	3%	3%	-	-	2%	4%	4%	4%	3%	3%	-
				AD															
Home delivery / fast/efficient delivery service	9	2	3	4	-	-	-	-	6	3	-	-	2	2	-	1	4	9	-
	1%	1%	1%	2%	-	-	-	-	1%	1%	-	-	2%	1%	-	1%	2%	1%	-
				D															
Convenient	9	2	4	1	1	1	-	-	7	1	-	-	2	2	-	1	1	8	1
	1%	1%	1%	*	*	1%	-	-	1%	*	-	-	2%	1%	-	1%	1%	1%	4%
																		A	
Sight was improved / could see better / worked well	9	1	1	3	1	2	-	-	6	3	-	-	1	1	2	1	4	9	-
	1%	1%	*	1%	1%	2%	-	-	1%	1%	-	-	1%	1%	4%	1%	2%	1%	-
						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

**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 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	1156	165	317	214	212	86	92	88	678	260	48	-	131	208	47	137	174	1128	24
Weighted Total	1148	162	318	211	209	86	92	91	670	256	48	-	130	208	47	139	174	1120	24
	100%	100%	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	9 1%	2 1%	1 *	2 1%	4 2% b	- -	- -	- -	5 1%	4 2%	- -	- -	2 1%	4 2% de	1 2% de	- -	- -	9 1%	- -
Good aftercare	8 1%	1 1%	2 1%	2 1%	2 1%	1 1%	- -	2 2% b	3 *	3 1%	- -	- -	- -	1 *	- -	- -	- -	8 1%	- -
Professional / competent / efficient	7 1%	2 1% b	- -	2 1% b	1 *	- -	1 1% b	- -	7 1%	- -	- -	- -	- -	1 *	1 2% de	- -	- -	7 1%	- -
Liked the glasses / appearance / suit me	6 1%	1 1%	3 1%	- -	1 *	- -	1 1%	- -	3 *	2 1%	1 2%	- -	- -	1 *	1 2% a	1 1%	2 1%	6 1%	- -
Negative comments	6 1%	- -	1 *	4 2% ab	1 *	- -	- -	1 1%	3 *	1 *	1 2%	- -	- -	2 1%	- -	- -	1 1%	6 1%	- -
Local / convenient to get to	4 *	1 1%	2 1%	1 *	- -	- -	- -	- -	3 *	1 *	- -	- -	- -	1 *	1 2% a	1 1%	2 1%	4 *	- -
Routine / straightforward / confirmed what I know	2 *	1 1%	- -	- -	- -	1 1% b	- -	- -	2 *	- -	- -	- -	- -	- -	- -	- -	1 1%	2 *	- -
Quality / good quality	1 *	1 1%	- -	- -	- -	- -	- -	1 1% Bc	- -	- -	- -	- -	- -	- -	- -	1 1%	- -	1 *	- -
Children were reassured / put at ease	1 *	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	- -
Always see the same person / been going for years / they know me	1 *	1 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

**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	1156	165	317	214	212	86	92	88	678	260	48	-	131	208	47	137	174	1128	24
Weighted Total	1148	162	318	211	209	86	92	91	670	256	48	-	130	208	47	139	174	1120	24
	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	-
	*	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	*	-
Pleasant environment / comfortable / clean	1	-	-	1	-	-	-	1	-	-	-	-	-	1	-	-	-	1	-
	*	-	-	*	-	-	-	1%	-	-	-	-	-	*	-	-	-	*	-
								B											
Everything in one place / one stop shop	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	1
	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	1%	-	4%
																		A	
Other	12	2	5	2	3	1	-	2	8	3	-	-	2	2	-	-	1	12	-
	1%	1%	2%	1%	1%	1%	-	2%	1%	1%	-	-	2%	1%	-	-	1%	1%	-
Don't know	591	74	155	100	107	47	62	45	351	111	24	-	59	97	23	66	73	576	13
	51%	46%	49%	47%	51%	54%	67%	50%	52%	43%	50%	-	45%	47%	49%	47%	42%	51%	55%
							ABCDe			C									

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

	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	1156	1156	-	-	-	1129	25	1131	17	1128	191	1156	-	1021	53	118	1038
Weighted Total	1148	1148	-	-	-	1121	25	1123	17	1120	191	1148	-	1016	52	121	1027
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Reasonable pricing / good value for money	152	152	-	-	-	145	7	150	2	149	24	152	-	134	10	13	139
	13%	13%	-	-	-	13%	28%	13%	12%	13%	13%	13%	-	13%	19%	11%	14%
						A											
Helpful staff	142	142	-	-	-	140	2	140	1	141	20	142	-	128	7	13	129
	12%	12%	-	-	-	12%	8%	12%	6%	13%	10%	12%	-	13%	14%	11%	13%
Good range of products	103	103	-	-	-	100	3	100	2	101	13	103	-	94	3	9	94
	9%	9%	-	-	-	9%	12%	9%	11%	9%	7%	9%	-	9%	6%	8%	9%
Polite / good communication	84	84	-	-	-	82	2	82	1	81	14	84	-	72	7	2	81
	7%	7%	-	-	-	7%	8%	7%	6%	7%	7%	7%	-	7%	13%	2%	8%
																A	
Good advice on purchases	64	64	-	-	-	64	-	64	-	63	16	64	-	55	7	3	61
	6%	6%	-	-	-	6%	-	6%	-	6%	8%	6%	-	5%	13%	2%	6%
															A		a
Not pressured to purchase	38	38	-	-	-	38	-	38	-	38	8	38	-	34	2	4	34
	3%	3%	-	-	-	3%	-	3%	-	3%	4%	3%	-	3%	4%	3%	3%
Quick service / quick and easy	32	32	-	-	-	31	1	31	1	30	5	32	-	29	2	3	29
	3%	3%	-	-	-	3%	4%	3%	6%	3%	3%	3%	-	3%	4%	3%	3%
Home delivery / fast/efficient delivery service	9	9	-	-	-	9	-	9	-	9	5	9	-	7	-	2	7
	1%	1%	-	-	-	1%	-	1%	-	1%	3%	1%	-	1%	-	2%	1%
											A						
Convenient	9	9	-	-	-	9	-	8	1	9	2	9	-	9	-	2	7
	1%	1%	-	-	-	1%	-	1%	6%	1%	1%	1%	-	1%	-	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

	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
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	1156	1156	-	-	-	1129	25	1131	17	1128	191	1156	-	1021	53	118	1038
Weighted Total	1148	1148	-	-	-	1121	25	1123	17	1120	191	1148	-	1016	52	121	1027
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%
Sight was improved / could see better / worked well	9	9	-	-	-	9	-	9	-	9	2	9	-	9	-	-	9
	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% A	1%	-	1%	-	-	1%
Professional / competent / efficient	7	7	-	-	-	7	-	7	-	7	2	7	-	6	-	-	7
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	-	1%	-	-	1%
Liked the glasses / appearance / suit me	6	6	-	-	-	6	-	6	-	5	2	6	-	6	-	1	5
	1%	1%	-	-	-	1%	-	1%	-	*	1%	1%	-	1%	-	1%	*
Negative comments	6	6	-	-	-	6	-	6	-	5	2	6	-	6	-	2	4
	1%	1%	-	-	-	1%	-	1%	-	*	1%	1%	-	1%	-	2% b	*
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
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*
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
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	-	*

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?**

### b) Other reasons

Base: All satisfied with their purchasing experience

	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
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	1156	1156	-	-	-	1129	25	1131	17	1128	191	1156	-	1021	53	118	1038
Weighted Total	1148	1148	-	-	-	1121	25	1123	17	1120	191	1148	-	1016	52	121	1027
	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 *	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 2% A	- -	1 *
Pleasant environment / comfortable / clean	1 *	1 *	- -	- -	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	1 *	- -	- -	1 *
Everything in one place / one stop shop	1 *	1 *	- -	- -	- -	1 *	- -	1 *	- -	- A	1 *	1 *	- -	1 *	- -	- -	1 *
Other	12 1%	12 1%	- -	- -	- -	12 1%	- -	12 1%	- -	11 1%	2 1%	12 1%	- -	10 1%	1 2%	3 2%	9 1%
Don't know	591 51%	591 51%	- -	- -	- -	577 51%	13 52%	575 51%	11 65%	579 52%	95 50%	591 51%	- -	515 51%	26 50%	70 58%	520 51%

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?**

### b) Other reasons

Base: All satisfied with their purchasing experience

		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	1156	1056	9	62	8	5	84	167	244	1128	191	27	-	1016	140	-
Weighted Total	1148	1048	9	62	8	5	85	168	242	1120	191	26	-	1008	140	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Reasonable pricing / good value for money	152	140	1	9	-	1	11	33	37	149	24	4	-	133	19	-
	13%	13%	11%	14%	-	20%	13%	20%	15%	13%	13%	14%	-	13%	14%	-
Helpful staff	142	129	1	9	1	-	11	26	33	141	20	5	-	130	12	-
	12%	12%	10%	15%	12%	-	13%	15%	14%	13%	10%	19%	-	13%	8%	-
Good range of products	103	97	1	3	-	2	6	15	22	101	13	2	-	96	7	-
	9%	9%	10%	5%	-	41%	7%	9%	9%	9%	7%	7%	-	10%	5%	-
						ACdF								b		
Polite / good communication	84	75	2	4	-	1	7	12	21	81	14	5	-	75	8	-
	7%	7%	22%	7%	-	20%	8%	7%	9%	7%	7%	18%	-	7%	6%	-
			a									Ab				
Good advice on purchases	64	59	-	5	-	-	5	12	19	63	16	3	-	53	11	-
	6%	6%	-	8%	-	-	6%	7%	8%	6%	8%	11%	-	5%	8%	-
Not pressured to purchase	38	34	-	4	-	-	4	5	12	38	8	1	-	34	4	-
	3%	3%	-	6%	-	-	5%	3%	5%	3%	4%	4%	-	3%	3%	-
Quick service / quick and easy	32	31	-	1	-	-	1	4	9	30	5	-	-	27	5	-
	3%	3%	-	2%	-	-	1%	2%	4%	3%	3%	-	-	3%	3%	-
Home delivery / fast/efficient delivery service	9	9	-	-	-	-	-	1	2	9	5	-	-	4	5	-
	1%	1%	-	-	-	-	-	1%	1%	1%	3%	-	-	*	4%	-
											A			A		
Convenient	9	7	-	2	-	-	2	-	3	9	2	-	-	7	2	-
	1%	1%	-	3%	-	-	2%	-	1%	1%	1%	-	-	1%	1%	-
				A			a									
Sight was improved / could see better / worked well	9	9	-	-	-	-	-	1	2	9	2	-	-	8	1	-
	1%	1%	-	-	-	-	-	1%	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

**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	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	1156	1056	9	62	8	5	84	167	244	1128	191	27	-	1016	140	-
Weighted Total	1148	1048	9	62	8	5	85	168	242	1120	191	26	-	1008	140	-
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	-
Good overall experience/service / no problems / got what I wanted	9 1%	8 1%	- -	1 2%	- -	- -	1 1%	- -	2 1%	9 1%	1 *	- -	- -	9 1%	- -	- -
Good aftercare	8 1%	6 1%	- -	2 3% A	- -	- -	2 2% a	- -	1 *	7 1%	4 2% A	- -	- -	4 *	4 3% A	- -
Professional / competent / efficient	7 1%	7 1%	- -	- -	- -	- -	- -	- -	1 *	7 1%	2 1%	- -	- -	5 *	2 1%	- -
Liked the glasses / appearance / suit me	6 1%	5 *	- -	1 2%	- -	- -	1 1%	4 2% b	1 *	5 *	2 1%	- -	- -	4 *	2 1%	- -
Negative comments	6 1%	5 *	1 11% ACf	- -	- -	- -	1 1%	1 1%	1 *	5 *	2 1%	- -	- -	5 *	1 1%	- -
Local / convenient to get to	4 *	4 *	- -	- -	- -	- -	- -	1 1%	2 1%	4 *	- -	- -	- -	4 *	- -	- -
Routine / straightforward / confirmed what I know	2 *	2 *	- -	- -	- -	- -	- -	- -	- -	2 *	- -	- -	- -	2 *	- -	- -
Quality / good quality	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -
Children were reassured / put at ease	1 *	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

**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	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	1156	1056	9	62	8	5	84	167	244	1128	191	27	-	1016	140	-
Weighted Total	1148	1048	9	62	8	5	85	168	242	1120	191	26	-	1008	140	-
	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 *	- -	- -
Seen on time / not kept waiting	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -
Pleasant environment / comfortable / clean	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	1 *	- -	- -	- -	1 *	- -	- -
Everything in one place / one stop shop	1 *	1 *	- -	- -	- -	- -	- -	- -	- -	- -	1 *	1 3%	- -	- -	1 1%	- -
											A	A	-		A	
Other	12 1%	10 1%	- -	1 2%	1 13%	- -	2 2%	- -	4 2%	11 1%	2 1%	1 4%	- -	10 1%	2 1%	- -
Don't know	591 51%	537 51%	3 36%	32 52%	6 75%	1 19%	42 50%	78 46%	106 44%	579 52%	95 50%	11 42%	- -	520 52%	71 51%	- -

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	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	37	11	26	4	5	14	11	3	-	4	6	2	3	3	5	4	3	30	-	5	2	37
Weighted Total	36	11	25	4	5	13	10	3	-	4	6	2	3	3	5	4	3	30	-	4	2	36
	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	9	1	7	-	-	3	5	1	-	1	2	-	1	-	1	1	2	8	-	1	-	9
	24%	10%	30%	-	-	22%	46%	33%	-	28%	33%	-	32%	-	20%	24%	62%	26%	-	19%	-	24%
							b															
Expensive / high pricing	7	4	3	2	-	4	-	1	-	-	2	-	2	-	-	-	1	5	-	1	1	7
	19%	38%	11%	52%	-	28%	-	33%	-	-	33%	-	68%	-	-	-	38%	17%	-	18%	57%	19%
		b		D		d		d					g									
Bad / no advice on purchases	7	1	6	-	1	2	3	1	-	-	1	-	-	2	2	1	-	6	-	1	-	7
	19%	10%	23%	-	20%	15%	27%	33%	-	-	17%	-	-	69%	40%	24%	-	20%	-	19%	-	19%
Glasses needed adjusting / didn't fit	5	2	3	2	2	1	-	-	-	1	1	-	-	-	-	2	-	4	-	1	-	5
	14%	18%	12%	48%	41%	7%	-	-	-	25%	17%	-	-	-	-	52%	-	13%	-	26%	-	14%
				cD	cD																	
Pressure to purchase	4	2	2	-	-	3	1	-	-	1	-	1	-	-	1	-	-	3	-	1	-	4
	10%	16%	8%	-	-	21%	9%	-	-	23%	-	48%	-	-	20%	-	-	10%	-	19%	-	10%
Limited range of products	2	-	2	-	1	-	1	-	-	-	-	1	-	1	-	-	-	2	-	-	-	2
	5%	-	8%	-	20%	-	9%	-	-	-	-	52%	-	31%	-	-	-	7%	-	-	-	5%
Product not ready on time / delays / took too long	1	1	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1
	2%	8%	-	-	-	-	9%	-	-	-	-	-	-	-	-	-	-	-	-	-	43% AE	2%
Other	1	-	1	-	-	1	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	3%	-	4%	-	-	7%	-	-	-	24%	-	-	-	-	-	-	-	3%	-	-	-	3%
Don't know	1	-	1	-	1	-	-	-	-	-	-	-	-	-	1	-	-	1	-	-	-	1
	3%	-	4%	-	20%	-	-	-	-	-	-	-	-	-	21%	-	-	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

**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

		Employment status						
	Total	Full time paid job	Part time paid job	Self emp.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker
		a	b	c	d	e	f	g
		A	B	C	D	E	F	G
Unweighted Total	37	15	2	1	1	-	-	4
Weighted Total	36	14	2	1	1	-	-	4
	100%	100%	100%	100%	100%	-	-	100%
Incorrect lenses fitted / wrong prescription	9	3	-	-	-	-	-	5
	24%	20%	-	-	-	-	-	42%
Expensive / high pricing	7	3	-	-	1	-	-	2
	19%	19%	-	-	100%	-	-	48%
								H
Bad / no advice on purchases	7	3	-	-	-	-	-	4
	19%	20%	-	-	-	-	-	33%
Glasses needed adjusting / didn't fit	5	4	-	-	-	-	-	1
	14%	28%	-	-	-	-	-	28%
								h
Pressure to purchase	4	2	1	-	-	-	-	1
	10%	13%	45%	-	-	-	-	24%
			H					
Limited range of products	2	-	-	-	-	-	-	2
	5%	-	-	-	-	-	-	17%
Product not ready on time / delays / took too long	1	-	-	-	-	-	-	1
	2%	-	-	-	-	-	-	8%
Other	1	-	-	1	-	-	-	-
	3%	-	-	100%	-	-	-	-
Don't know	1	-	1	-	-	-	-	-
	3%	-	55%	-	-	-	-	-
			AH					

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

	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	37	6	8	5	5	7	2	2	22	7	2	-	7	5	4	3	8	32	5
Weighted Total	36	6	8	5	5	7	2	2	21	7	2	-	7	5	4	3	7	31	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Incorrect lenses fitted / wrong prescription	9	2	1	1	3	1	-	2	5	1	-	-	1	1	2	2	2	7	2
	24%	37%	12%	19%	59%	12%	-	100%	22%	16%	-	-	13%	20%	50%	64%	24%	21%	41%
								Bc											
Expensive / high pricing	7	1	3	-	-	1	1	-	4	2	-	-	1	1	-	-	2	7	-
	19%	14%	37%	-	-	17%	50%	-	19%	28%	-	-	12%	20%	-	-	26%	22%	-
Bad / no advice on purchases	7	-	1	3	-	2	-	-	2	3	1	-	3	-	1	1	1	6	1
	19%	-	12%	64%	-	26%	-	-	9%	43%	52%	-	45%	-	25%	36%	11%	18%	21%
				Abd						B	b								
Glasses needed adjusting / didn't fit	5	1	2	-	1	1	-	-	4	-	-	-	-	2	-	-	1	5	-
	14%	17%	26%	-	21%	17%	-	-	19%	-	-	-	-	42%	-	-	13%	16%	-
														a					
Pressure to purchase	4	1	1	1	-	-	1	-	3	1	-	-	-	-	1	-	1	2	2
	10%	17%	12%	17%	-	-	50%	-	13%	13%	-	-	-	-	25%	-	13%	6%	37%
							e											A	
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%	16%	-	-	-	-	-	-	-	-	48%	-	-	19%	-	-	-	3%	-
										Bc									
Other	1	-	-	-	1	-	-	-	1	-	-	-	1	-	-	-	-	1	-
	3%	-	-	-	20%	-	-	-	5%	-	-	-	15%	-	-	-	-	3%	-
Don't know	1	-	-	-	-	1	-	-	1	-	-	-	-	-	-	-	-	1	-
	3%	-	-	-	-	15%	-	-	5%	-	-	-	-	-	-	-	-	3%	-

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

	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
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	37	37	-	-	-	19	17	31	6	36	4	-	37	20	13	2	35
Weighted Total	36	36	-	-	-	19	16	30	6	35	4	-	36	20	13	2	34
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%
Incorrect lenses fitted / wrong prescription	9	9	-	-	-	3	6	7	2	9	1	-	9	3	5	-	9
	24%	24%	-	-	-	15%	35%	22%	33%	25%	24%	-	24%	15%	38%	-	25%
Expensive / high pricing	7	7	-	-	-	5	2	7	-	7	-	-	7	5	1	-	7
	19%	19%	-	-	-	27%	12%	23%	-	20%	-	-	19%	25%	8%	-	21%
Bad / no advice on purchases	7	7	-	-	-	5	2	7	-	7	-	-	7	5	2	-	7
	19%	19%	-	-	-	26%	12%	22%	-	19%	-	-	19%	25%	16%	-	20%
Glasses needed adjusting / didn't fit	5	5	-	-	-	5	-	5	-	5	1	-	5	4	-	1	4
	14%	14%	-	-	-	27%	-	17%	-	15%	26%	-	14%	21%	-	50%	12%
						B								b			
Pressure to purchase	4	4	-	-	-	1	3	4	-	4	-	-	4	2	2	-	4
	10%	10%	-	-	-	5%	17%	12%	-	11%	-	-	10%	10%	14%	-	11%
Limited range of products	2	2	-	-	-	-	2	-	2	2	-	-	2	-	2	-	2
	5%	5%	-	-	-	-	12%	-	33%	6%	-	-	5%	-	16%	-	6%
								A						a			
Product not ready on time / delays / took too long	1	1	-	-	-	-	-	1	-	1	-	-	1	-	-	-	1
	2%	2%	-	-	-	-	-	3%	-	3%	-	-	2%	-	-	-	3%
Other	1	1	-	-	-	-	1	-	1	1	1	-	1	1	-	-	1
	3%	3%	-	-	-	-	6%	-	16%	3%	24%	-	3%	5%	-	-	3%
								A			a						
Don't know	1	1	-	-	-	-	1	-	1	-	1	-	1	-	1	1	-
	3%	3%	-	-	-	-	6%	-	17%	-	26%	-	3%	-	8%	50%	-
								A		A						B	

Columns Tested: A,B,C,D - 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

	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	37	32	1	2	1	-	4	6	6	36	4	-	-	33	4	-
Weighted Total	36	31	1	2	1	-	4	6	6	35	4	-	-	32	4	-
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	-	-	100%	100%	-
Incorrect lenses fitted / wrong prescription	9	8	-	-	1	-	1	-	1	9	1	-	-	8	1	-
	24%	25%	-	-	100%	-	24%	-	16%	25%	24%	-	-	24%	24%	-
Expensive / high pricing	7	5	1	-	-	-	1	3	4	7	-	-	-	7	-	-
	19%	16%	100%	-	-	-	26%	49%	67%	20%	-	-	-	22%	-	-
Bad / no advice on purchases	7	6	-	1	-	-	1	-	-	7	-	-	-	7	-	-
	19%	19%	-	48%	-	-	24%	-	-	19%	-	-	-	21%	-	-
Glasses needed adjusting / didn't fit	5	5	-	-	-	-	-	3	-	5	1	-	-	4	1	-
	14%	17%	-	-	-	-	-	51%	-	15%	26%	-	-	13%	26%	-
								b								
Pressure to purchase	4	4	-	-	-	-	-	-	-	4	-	-	-	4	-	-
	10%	12%	-	-	-	-	-	-	-	11%	-	-	-	11%	-	-
Limited range of products	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	5%	6%	-	-	-	-	-	-	17%	6%	-	-	-	6%	-	-
Product not ready on time / delays / took too long	1	1	-	-	-	-	-	-	-	1	-	-	-	1	-	-
	2%	3%	-	-	-	-	-	-	-	3%	-	-	-	3%	-	-
Other	1	1	-	-	-	-	-	-	-	1	1	-	-	-	1	-
	3%	3%	-	-	-	-	-	-	-	3%	24%	-	-	-	24%	-
										a				A		
Don't know	1	-	-	1	-	-	1	-	-	-	1	-	-	-	1	-
	3%	-	-	52%	-	-	26%	-	-	-	26%	-	-	-	26%	-
				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	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
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	37	11	26	4	5	14	11	3	-	4	6	2	3	3	5	4	3	30	-	5	2	37
Weighted Total	36	11	25	4	5	13	10	3	-	4	6	2	3	3	5	4	3	30	-	4	2	36
	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%
Rude / uncommunicative	4	2	2	-	1	2	-	1	-	-	1	1	1	1	-	-	-	4	-	-	-	4
	11%	19%	8%	-	20%	15%	-	33% d	-	-	17%	52%	33%	38%	-	-	-	14%	-	-	-	11%
Expensive / high pricing	4	1	3	-	1	-	2	1	-	-	-	1	-	1	-	-	-	2	-	2	-	4
	11%	10%	11%	-	20%	-	16%	33% C	-	-	-	52%	-	38%	-	-	-	7%	-	37% a	-	11%
Bad / no advice on purchases	2	1	1	-	-	-	1	1	-	1	-	-	-	1	-	-	-	2	-	-	-	2
	6%	10%	4%	-	-	-	9%	33% C	-	28%	-	-	-	31%	-	-	-	7%	-	-	-	6%
Incorrect lenses fitted / wrong prescription	2	-	2	-	1	-	1	-	-	-	-	-	-	1	1	-	-	2	-	-	-	2
	5%	-	8%	-	20%	-	9%	-	-	-	-	-	-	31%	21%	-	-	7%	-	-	-	5%
Pressure to purchase	2	-	2	-	1	-	1	-	-	-	-	1	-	-	-	-	-	1	-	1	-	2
	5%	-	7%	-	20%	-	8%	-	-	-	-	52%	-	-	-	-	-	3%	-	19%	-	5%
Other	2	-	2	1	-	1	-	-	-	-	1	-	1	-	-	-	-	2	-	-	-	2
	5%	-	8%	24%	-	7%	-	-	-	-	17%	-	35%	-	-	-	-	7%	-	-	-	5%
Don't know	24	8	16	3	3	10	7	1	-	3	4	1	1	-	4	4	3	19	-	3	2	24
	67%	71%	66%	76%	61%	78%	65%	33%	-	72%	67%	48%	32%	-	79% f	100% F	100% f	66%	-	63%	100%	67%

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

	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
37	15	2	1	1	-	-	4	12
36	14	2	1	1	-	-	4	12
100%	100%	100%	100%	100%	-	-	100%	100%
4	1	-	-	-	-	-	1	2
11%	7%	-	-	-	-	-	24%	19%
4	-	-	-	-	-	-	-	4
11%	-	-	-	-	-	-	-	33%
								A
2	-	-	-	-	-	-	-	2
6%	-	-	-	-	-	-	-	18%
								a
2	1	-	-	-	-	-	-	1
5%	7%	-	-	-	-	-	-	8%
2	-	-	-	-	-	-	-	2
5%	-	-	-	-	-	-	-	16%
2	1	-	-	-	-	-	1	-
5%	7%	-	-	-	-	-	25%	-
							h	
24	12	2	1	1	-	-	2	5
67%	80%	100%	100%	100%	-	-	52%	41%
	H							

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

	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	37	6	8	5	5	7	2	2	22	7	2	-	7	5	4	3	8	32	5
Weighted Total	36	6	8	5	5	7	2	2	21	7	2	-	7	5	4	3	7	31	5
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%
Rude / uncommunicative	4	-	1	1	-	-	1	-	2	2	-	-	2	1	-	1	2	4	-
	11%	-	12%	23%	-	-	50%	-	9%	30%	-	-	33%	20%	-	36%	27%	13%	-
							e												
Expensive / high pricing	4	-	-	1	-	2	-	-	3	1	-	-	4	-	-	1	3	3	1
	11%	-	-	23%	-	24%	-	-	13%	16%	-	-	58%	-	-	36%	36%	10%	17%
													bc						
Bad / no advice on purchases	2	1	-	-	-	1	-	-	1	1	-	-	-	-	-	1	-	1	1
	6%	20%	-	-	-	14%	-	-	4%	16%	-	-	-	-	-	36%	-	3%	24%
																		a	
Incorrect lenses fitted / wrong prescription	2	-	-	1	-	1	-	-	1	1	-	-	-	-	-	-	-	1	1
	5%	-	-	21%	-	14%	-	-	5%	13%	-	-	-	-	-	-	-	3%	21%
Pressure to purchase	2	-	-	-	-	1	-	-	2	-	-	-	2	-	-	-	2	2	-
	5%	-	-	-	-	12%	-	-	9%	-	-	-	28%	-	-	-	25%	6%	-
Other	2	-	1	1	-	-	-	-	-	1	1	-	-	-	-	-	-	2	-
	5%	-	13%	19%	-	-	-	-	-	14%	52%	-	-	-	-	-	-	6%	-
										b	B								
Don't know	24	5	6	2	5	3	1	2	16	2	1	-	3	4	4	1	4	23	2
	67%	80%	75%	36%	100%	49%	50%	100%	74%	27%	48%	-	42%	80%	100%	29%	51%	72%	37%
					ce				C						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

	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
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	37	37	-	-	-	19	17	31	6	36	4	-	37	20	13	2	35
Weighted Total	36	36	-	-	-	19	16	30	6	35	4	-	36	20	13	2	34
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%
Rude / uncommunicative	4	4	-	-	-	2	2	3	1	4	-	-	4	3	1	-	4
	11%	11%	-	-	-	11%	12%	10%	17%	12%	-	-	11%	16%	8%	-	12%
Expensive / high pricing	4	4	-	-	-	2	2	2	2	4	-	-	4	2	2	-	4
	11%	11%	-	-	-	10%	11%	7%	31%	11%	-	-	11%	10%	15%	-	11%
							a										
Bad / no advice on purchases	2	2	-	-	-	-	2	-	2	2	-	-	2	-	2	-	2
	6%	6%	-	-	-	-	13%	-	35%	6%	-	-	6%	-	17%	-	6%
							A								a		
Incorrect lenses fitted / wrong prescription	2	2	-	-	-	-	2	2	-	2	-	-	2	-	2	-	2
	5%	5%	-	-	-	-	12%	6%	-	6%	-	-	5%	-	16%	-	6%
															a		
Pressure to purchase	2	2	-	-	-	1	1	1	1	2	-	-	2	1	1	-	2
	5%	5%	-	-	-	4%	6%	3%	17%	5%	-	-	5%	4%	8%	-	5%
Other	2	2	-	-	-	1	1	2	-	2	-	-	2	1	1	-	2
	5%	5%	-	-	-	5%	6%	7%	-	6%	-	-	5%	5%	8%	-	6%
Don't know	24	24	-	-	-	15	9	22	2	23	4	-	24	15	6	2	22
	67%	67%	-	-	-	79%	52%	74%	33%	67%	100%	-	67%	75%	45%	100%	66%
						b		b						b			

Columns Tested: A,B,C,D - 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
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	37	32	1	2	1	-	4	6	6	36	4	-	-	33	4	-
Weighted Total	36	31	1	2	1	-	4	6	6	35	4	-	-	32	4	-
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	-	-	100%	100%	-
Rude / uncommunicative	4	4	-	-	-	-	-	1	2	4	-	-	-	4	-	-
	11%	13%	-	-	-	-	-	16%	33%	12%	-	-	-	13%	-	-
Expensive / high pricing	4	4	-	-	-	-	-	-	1	4	-	-	-	4	-	-
	11%	12%	-	-	-	-	-	-	17%	11%	-	-	-	12%	-	-
Bad / no advice on purchases	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-
	6%	7%	-	-	-	-	-	-	-	6%	-	-	-	7%	-	-
Incorrect lenses fitted / wrong prescription	2	2	-	-	-	-	-	-	-	2	-	-	-	2	-	-
	5%	6%	-	-	-	-	-	-	-	6%	-	-	-	6%	-	-
Pressure to purchase	2	2	-	-	-	-	-	-	1	2	-	-	-	2	-	-
	5%	6%	-	-	-	-	-	-	17%	5%	-	-	-	6%	-	-
Other	2	1	1	-	-	-	1	1	1	2	-	-	-	2	-	-
	5%	3%	100%	-	-	-	26% a	17%	16%	6%	-	-	-	6%	-	-
Don't know	24	20	-	2	1	-	3	4	3	23	4	-	-	20	4	-
	67%	65%	-	100%	100%	-	74%	67%	51%	67%	100%	-	-	63%	100%	-

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	87	39	48	13	10	19	31	13	2	14	8	6	9	6	8	15	8	75	1	8	2	87
	5%	5%	5%	5%	3%	4%	8%	7%	2%	6%	4%	4%	7%	7%	6%	6%	6%	5%	1%	7%	2%	5%
							aBC	B					a							b		
Yes - considered complaining	37	22	15	11	12	4	7	2	1	4	7	3	3	-	9	5	1	33	1	2	1	37
	2%	3%	2%	4%	3%	1%	2%	1%	1%	2%	4%	2%	2%	-	7%	2%	1%	2%	1%	2%	2%	2%
		B		Cde	C						fi			ABdeFHI								
No	1520	650	870	248	334	413	350	175	95	206	179	123	113	82	114	215	131	1258	78	109	75	1520
	92%	91%	93%	89%	93%	94%	90%	92%	97%	91%	92%	92%	90%	91%	87%	91%	93%	92%	96%	91%	96%	92%
			a		ad	AD			befGh													
Don't know	6	5	1	3	1	2	-	-	-	1	-	-	-	2	-	1	-	4	1	1	-	6
	*	1%	*	1%	*	*	-	-	-	*	-	-	-	2%	-	*	-	*	1%	1%	-	*
		b		D										Cdegi								
Prefer not to say	2	1	1	2	-	-	-	-	-	1	-	1	-	-	-	-	-	2	-	-	-	2
	*	*	*	1%	-	-	-	-	-	*	-	1%	-	-	-	-	-	*	-	-	-	*
				cd																		
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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
87	38	6	6	1	1	-	-	33
5%	5%	5%	5%	3%	9%	-	-	7%
	g	g	g		fG			G
37	23	1	1	3	-	1	2	6
2%	3%	1%	1%	9%	-	3%	3%	1%
	H			aBCH				
1520	704	110	110	30	10	30	59	433
92%	92%	93%	94%	86%	91%	94%	95%	92%
6	1	1	1	1	-	1	1	-
*	*	1%	1%	3%	-	3%	2%	-
		H	h	AH		AH	AH	
2	1	-	-	-	-	-	-	-
*	*	-	-	-	-	-	-	-
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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	87	16	31	15	11	4	3	12	44	20	6	-	16	18	7	13	21	78	9
	5%	7%	7%	5%	4%	3%	2%	4%	6%	6%	8%	-	9%	6%	11%	8%	10%	5%	21%
		dF	dF																A
Yes - considered complaining	37	9	9	12	4	-	3	7	14	10	3	-	1	8	2	2	8	34	3
	2%	4%	2%	4%	1%	-	2%	2%	2%	3%	4%	-	1%	3%	3%	1%	4%	2%	7%
		DE		bDE			e							a	a		A		A
No	1520	195	408	250	289	126	126	275	737	314	65	1	167	265	53	155	175	1480	29
	92%	88%	91%	90%	94%	97%	93%	93%	92%	91%	88%	100%	91%	91%	84%	91%	86%	92%	71%
					Abc	ABC	a							e				B	
Don't know	6	1	1	-	1	-	3	1	2	2	-	-	-	1	-	1	1	6	-
	*	*	*	-	*	-	2%	*	*	1%	-	-	-	*	-	1%	*	*	-
							BCDe												
Prefer not to say	2	-	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	2	-
	*	-	-	-	*	-	-	-	*	-	-	-	-	-	-	-	-	*	-
Not Stated	1	1	-	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-
	*	*	-	-	-	-	-	-	*	-	-	-	-	-	2%	-	-	*	-
															aBe				

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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	87	87	-	-	-	80	7	84	1	80	15	75	4	68	14	14	73
	5%	5%	-	-	-	5%	12% A	5%	4%	7%	7%	6%	11%	5%	16% A	9% B	5%
Yes - considered complaining	37	37	-	-	-	31	6	30	7	31	12	31	1	27	7	14	23
	2%	2%	-	-	-	2%	11% A	2%	24% A	3%	6% A	3%	3%	2%	8% A	9% B	2%
No	1520	1520	-	-	-	1475	43	1490	19	1069	177	1037	31	1356	64	123	1397
	92%	92%	-	-	-	93% B	77%	93% B	66%	90%	87%	90%	86%	93% B	75%	79%	93% A
Don't know	6	6	-	-	-	5	-	4	2	3	-	3	-	5	1	3	3
	*	*	-	-	-	*	-	*	7% A	*	-	*	-	*	1%	2% B	*
Prefer not to say	2	2	-	-	-	2	-	2	-	1	-	1	-	2	-	1	1
	*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	1% 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

**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		
		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%	Total	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes - complained	87	82	1	3	1	-	5	15	11	80	15	8	3	73	6	1
	5%	6%	5%	3%	6%	-	4%	6%	3%	7%	7%	4%	1%	7%	4%	6%
								b		D	D	D				
Yes - considered complaining	37	29	1	7	-	-	8	10	14	31	12	4	1	26	7	-
	2%	2%	6%	8%	-	-	6%	4%	4%	3%	6%	2%	*	3%	5%	-
				A			A			D	ACD	d				
No	1520	1365	16	81	15	7	119	229	349	1069	177	193	273	939	132	17
	92%	92%	89%	88%	94%	100%	90%	90%	93%	90%	87%	94%	97%	90%	91%	94%
												aB	ABc			
Don't know	6	5	-	1	-	-	1	1	1	3	-	-	3	3	-	-
	*	*	-	1%	-	-	1%	*	*	*	-	-	1%	*	-	-
												A				
Prefer not to say	2	1	-	-	-	-	-	-	1	1	-	-	-	1	-	-
	*	*	-	-	-	-	-	-	*	*	-	-	-	*	-	-
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	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	124	61	63	24	22	24	41	13	3	18	15	9	12	6	17	20	9	109	2	10	3	124
Weighted Total	124	61	63	25	22	23	38	16	3	18	15	9	12	6	17	20	9	108	2	10	3	124
	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	82	39	44	9	11	17	32	13	2	12	9	4	7	4	9	17	7	70	1	9	2	82
	67%	64%	70%	37%	50%	75%	82%	85%	66%	65%	60%	45%	58%	69%	52%	85%	78%	65%	49%	92%	57%	67%
						Ab	AB	AB								DG				ae		
The head office of the chain of opticians I visited	16	4	12	3	3	3	7	-	-	1	2	2	1	2	2	2	2	14	1	1	-	16
	13%	6%	19%	12%	14%	12%	18%	-	-	6%	13%	21%	8%	31%	12%	10%	22%	13%	51%	8%	-	13%
			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%	2%	-	4%	-	-	-	-	-	-	-	-	8%	-	-	-	-	1%	-	-	-	1%
I wasn't sure who to complain to	5	2	3	2	1	2	-	-	-	1	2	-	1	-	1	-	-	5	-	-	-	5
	4%	3%	5%	8%	5%	8%	-	-	-	6%	13%	-	8%	-	6%	-	-	5%	-	-	-	4%
				d		d																
Don't know	20	15	5	9	7	1	-	2	1	4	2	3	2	-	5	1	-	18	-	-	1	20
	16%	25%	7%	38%	32%	4%	-	15%	34%	23%	14%	35%	17%	-	30%	5%	-	17%	-	-	43%	16%
		B		CD	CD			D	i			Hi			Hi						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.	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
124	62	7	7	4	1	1	2	38
124	61	7	7	4	1	1	2	39
100%	100%	100%	100%	100%	100%	100%	100%	100%
82	39	5	6	1	1	-	-	30
67%	63%	71%	85%	26%	100%	-	-	77%
	g		dg					DG
16	6	1	1	-	-	-	-	7
13%	10%	15%	15%	-	-	-	-	17%
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-
1	1	-	-	-	-	-	-	-
1%	2%	-	-	-	-	-	-	-
5	3	-	-	-	-	-	2	-
4%	5%	-	-	-	-	-	100%	-
							ABCdH	
20	12	1	-	3	-	1	-	2
16%	20%	14%	-	74%	-	100%	-	6%
	h			AbCH				

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
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	124	26	40	27	16	4	6	19	59	29	9	-	16	26	9	15	29	112	12
Weighted Total	124	25	40	27	15	4	6	19	58	30	9	-	17	26	9	15	29	112	12
	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	82	16	26	20	13	2	1	14	37	22	6	-	12	13	6	11	18	77	6
	67%	64%	63%	74%	86%	52%	19%	73%	64%	72%	66%	-	70%	49%	66%	73%	62%	68%	49%
		f	F	F	bF														
The head office of the chain of opticians I visited	16	4	6	3	-	1	2	-	12	4	-	-	1	4	-	-	6	14	2
	13%	15%	15%	11%	-	24%	32%	-	20%	13%	-	-	6%	15%	-	-	20%	12%	16%
						d	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%	-	-	-	-	-	-	-	-	-	9%
																		A	
I wasn't sure who to complain to	5	-	3	-	-	-	2	-	2	2	-	-	-	2	-	-	2	5	-
	4%	-	7%	-	-	-	32%	-	3%	7%	-	-	-	8%	-	-	7%	4%	-
							AbCD												
Don't know	20	5	5	4	2	1	1	5	6	3	3	-	4	7	3	4	3	17	3
	16%	21%	13%	15%	14%	24%	17%	27%	10%	8%	34%	-	25%	28%	34%	27%	11%	15%	26%
								bc			bc								

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

	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	124	124	-	-	-	111	13	115	8	111	27	106	5	95	21	27	97
Weighted Total	124	124	-	-	-	111	13	115	8	111	27	106	5	96	21	28	96
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians where the treatment was carried out	82	82	-	-	-	76	7	80	2	77	13	73	4	64	14	11	71
	67%	67%	-	-	-	68%	53%	69%	24%	69%	49%	69%	81%	67%	66%	39%	75%
								B		B						A	
The head office of the chain of opticians I visited	16	16	-	-	-	12	3	14	1	14	5	14	-	11	4	2	14
	13%	13%	-	-	-	11%	24%	13%	13%	12%	18%	13%	-	11%	19%	6%	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%	-	-	4%	-	-	1%	-	4%	-
										A						b	
I wasn't sure who to complain to	5	5	-	-	-	3	2	4	1	4	2	4	1	2	1	1	4
	4%	4%	-	-	-	3%	15%	3%	12%	4%	7%	4%	19%	2%	5%	4%	4%
							A										
Don't know	20	20	-	-	-	19	1	16	4	17	6	16	-	18	2	13	7
	16%	16%	-	-	-	17%	8%	14%	50%	15%	23%	15%	-	19%	10%	47%	7%
								A								B	

Columns Tested: A,B,C,D - 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

	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	124	111	2	10	1	-	13	25	25	111	27	12	4	99	13	1
Weighted Total	124	111	2	10	1	-	13	25	25	111	27	12	4	99	13	1
	100%	100%	100%	100%	100%	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
The opticians where the treatment was carried out	82	75	2	6	-	-	8	15	15	77	13	4	2	71	5	-
	67%	67%	100%	60%	-	-	61%	60%	60%	69%	49%	33%	49%	72%	40%	-
										BC				B		
The head office of the chain of opticians I visited	16	16	-	-	-	-	-	-	1	14	5	2	1	10	4	-
	13%	14%	-	-	-	-	-	-	4%	12%	18%	16%	25%	10%	29%	-
														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%	-	-	-	-	-	-	-	-	4%	8%	-	-	-	100%
											A	A				
I wasn't sure who to complain to	5	4	-	1	-	-	1	1	1	4	2	-	-	3	2	-
	4%	4%	-	10%	-	-	8%	4%	4%	4%	7%	-	-	3%	15%	-
														A		
Don't know	20	16	-	3	1	-	4	9	8	17	6	5	1	15	2	-
	16%	14%	-	30%	100%	-	31%	36%	32%	15%	23%	42%	26%	15%	16%	-
												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
1653	450	626	341	147	88	1076	488
100%	27%	38%	21%	9%	5%	65%	30%
1653	521	647	278	111	96	1169	389
100%	32%	39%	17%	7%	6%	71%	24%

## 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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	450	208	243	46	90	98	130	86	33	67	56	30	41	16	33	54	38	369	24	34	24	450
	27%	29%	26%	17%	25%	22%	33%	45%	34%	30%	29%	22%	33%	18%	25%	23%	27%	27%	29%	28%	31%	27%
					A	a	ABC	ABCD	DFH	Fh	F		dFH									
Fairly confident	626	289	337	104	132	195	145	51	36	90	75	67	38	39	43	91	54	532	27	44	23	626
	38%	40%	36%	37%	37%	44%	37%	27%	37%	40%	39%	50%	30%	44%	33%	39%	38%	39%	33%	37%	29%	38%
		b		E	E	aBDE	E			e		abCEGHi		E				d				
Not very confident	341	121	220	84	89	82	71	15	14	47	37	20	33	18	33	62	27	290	16	20	15	341
	21%	17%	24%	30%	25%	19%	18%	8%	14%	21%	19%	15%	26%	20%	26%	26%	19%	21%	19%	17%	20%	21%
			A	CDE	CDE	E	E						AD		AD	AcD						
Not at all confident	147	57	90	32	30	39	29	16	8	10	18	11	12	11	15	19	18	122	6	11	9	147
	9%	8%	10%	12%	8%	9%	8%	8%	8%	4%		9%	10%	12%	11%	8%	13%	9%	7%	9%	11%	9%
				d							B		b	B	B		B					
Don't know	88	42	46	11	17	24	14	23	6	13	7	5	1	6	7	10	4	61	9	11	8	88
	5%	6%	5%	4%	5%	6%	4%	12%	6%	6%	4%	4%	1%	7%	5%	4%	3%	4%	11%	9%	10%	5%
							ABCD		E	E				E	E	e			AE	Ae	A	
<b>Nets</b>																						
Confident	1076	497	579	150	222	292	275	137	70	157	131	96	79	55	75	145	92	901	51	78	47	1076
	65%	69%	62%	54%	62%	67%	71%	72%	71%	69%	68%	72%	63%	62%	58%	61%	65%	66%	63%	65%	60%	65%
		B			A	A	AB	AB	Gh	Gh	g	fGH										
Not confident	488	178	310	116	119	122	100	31	22	57	55	32	45	28	48	81	45	412	21	31	24	488
	30%	25%	33%	42%	33%	28%	26%	16%	22%	25%	28%	24%	36%	31%	37%	34%	32%	30%	26%	26%	31%	30%
			A	BCDE	cDE	E	E						ABD		ABD	ABD						

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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
450	179	32	39	5	2	3	15	164
27%	23%	27%	33%	15%	15%	9%	24%	35%
	f	F	AdF				f	ADfG
626	298	43	48	14	5	15	27	165
38%	39%	36%	41%	40%	42%	47%	44%	35%
341	185	27	20	11	3	9	13	70
21%	24%	23%	17%	30%	25%	28%	21%	15%
	cH	H		cH		H		
147	69	10	6	5	1	5	5	40
9%	9%	8%	5%	15%	9%	16%	8%	9%
				c		C		
88	37	7	6	-	1	-	2	32
5%	5%	6%	5%	-	8%	-	3%	7%
1076	478	74	87	20	7	18	42	330
65%	62%	63%	73%	55%	58%	56%	68%	70%
			AbDf					Ad
488	254	37	26	16	4	14	18	110
30%	33%	31%	22%	45%	34%	44%	29%	23%
	CH	ch		CH		CH		

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
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	450	71	124	53	82	36	37	87	194	100	24	-	45	92	28	47	43	443	5
	27%	32%	28%	19%	27%	27%	27%	29%	24%	29%	32%	-	24%	31%	45%	27%	21%	28%	12%
		C	C		C	c	c	b						aE	ABDE			B	
Fairly confident	626	65	192	114	116	45	56	117	317	127	27	1	82	108	14	66	80	609	14
	38%	29%	43%	41%	38%	35%	41%	40%	40%	37%	36%	100%	45%	37%	22%	39%	39%	38%	35%
			Ae	A	A		A						bC	C		C	C		
Not very confident	341	56	83	59	70	28	27	61	168	77	13	-	39	54	12	38	54	322	13
	21%	25%	18%	21%	23%	21%	20%	21%	21%	22%	18%	-	21%	19%	19%	22%	26%	20%	32%
		B														B		a	
Not at all confident	147	17	34	33	21	13	12	23	76	26	9	-	9	22	6	14	21	142	5
	9%	7%	8%	12%	7%	10%	9%	8%	10%	8%	12%	-	5%	7%	10%	8%	10%	9%	12%
				aBD													A		
Don't know	88	13	17	18	18	8	3	7	43	16	1	-	8	16	3	7	8	85	4
	5%	6%	4%	7%	6%	6%	2%	2%	5%	5%	1%	-	4%	5%	5%	4%	4%	5%	9%
		f		bf	f	f			A										
<b>Nets</b>																			
Confident	1076	137	316	167	198	81	93	204	511	226	51	1	127	200	42	113	123	1052	19
	65%	62%	70%	60%	65%	62%	69%	69%	64%	65%	68%	100%	69%	69%	67%	66%	60%	66%	47%
			ACe				c						e	E				B	
Not confident	488	73	116	92	90	41	40	84	244	104	22	-	48	76	18	51	75	464	18
	30%	33%	26%	33%	30%	32%	29%	29%	31%	30%	30%	-	26%	26%	29%	30%	36%	29%	44%
		b		B												AB		A	

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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	450	450	-	-	-	442	9	443	2	328	51	321	7	417	8	47	403
	27%	27%	-	-	-	28%	15%	27%	7%	28%	25%	28%	19%	29%	9%	30%	27%
						B		B						B			
Fairly confident	626	626	-	-	-	612	12	613	10	452	81	441	7	576	28	68	558
	38%	38%	-	-	-	38%	21%	38%	34%	38%	40%	38%	18%	39%	32%	44%	37%
						B						B					
Not very confident	341	341	-	-	-	321	20	328	9	228	42	221	12	292	28	26	315
	21%	21%	-	-	-	20%	35%	20%	31%	19%	21%	19%	33%	20%	32%	17%	21%
						A						A		A			
Not at all confident	147	147	-	-	-	135	11	139	7	108	16	99	9	109	21	8	139
	9%	9%	-	-	-	8%	19%	9%	25%	9%	8%	9%	24%	7%	24%	5%	9%
						A		A				A		A		a	
Don't know	88	88	-	-	-	83	5	87	1	69	14	66	2	66	2	5	83
	5%	5%	-	-	-	5%	9%	5%	3%	6%	7%	6%	5%	5%	2%	3%	6%
<b>Nets</b>																	
Confident	1076	1076	-	-	-	1054	20	1056	12	780	132	762	14	992	36	115	961
	65%	65%	-	-	-	66%	36%	66%	41%	66%	65%	66%	37%	68%	41%	74%	64%
						B		B				B		B		B	
Not confident	488	488	-	-	-	456	31	468	16	336	58	320	21	401	49	34	454
	30%	30%	-	-	-	29%	55%	29%	56%	28%	28%	28%	58%	27%	57%	22%	30%
						A		A				A		A		A	

Columns Tested: A,B,C,D - 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	450	404	4	27	3	1	35	61	92	328	51	51	74	288	41	4
	27%	27%	22%	29%	19%	16%	26%	24%	25%	28%	25%	25%	26%	28%	28%	23%
Fairly confident	626	574	2	33	4	1	40	100	144	452	81	85	98	401	48	11
	38%	39%	11%	36%	25%	14%	30%	39%	38%	38%	40%	41%	35%	38%	33%	61%
		BF		B			b									aB
Not very confident	341	305	9	18	5	3	35	67	87	228	42	39	72	197	35	1
	21%	21%	49%	20%	30%	42%	26%	26%	23%	19%	21%	19%	26%	19%	24%	5%
			ACF										Ac		c	
Not at all confident	147	124	1	12	2	1	16	21	37	108	16	20	24	97	12	2
	9%	8%	6%	13%	12%	14%	12%	8%	10%	9%	8%	10%	9%	9%	8%	11%
Don't know	88	77	2	2	2	1	7	6	16	69	14	10	12	60	9	-
	5%	5%	13%	2%	13%	14%	6%	2%	4%	6%	7%	5%	4%	6%	6%	-
			C		C	c										
<b>Nets</b>																
Confident	1076	977	6	60	7	2	75	161	236	780	132	136	172	689	89	15
	65%	66%	33%	65%	44%	30%	56%	63%	63%	66%	65%	66%	62%	66%	62%	83%
		BdEF		Be			b									b
Not confident	488	429	10	30	7	4	51	88	124	336	58	59	96	294	47	3
	30%	29%	55%	33%	43%	56%	38%	35%	33%	28%	28%	29%	34%	28%	32%	17%
			Ac				A						a			

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	521	242	280	71	112	134	126	78	37	77	63	39	40	25	39	71	43	432	32	37	21	521
	32%	34%	30%	26%	31%	31%	33%	41%	38%	34%	32%	29%	32%	27%	30%	30%	30%	31%	39%	31%	27%	32%
		b					A	ABCd											d			
Fairly confident	647	272	375	132	148	174	138	57	35	91	73	60	51	38	48	93	58	547	28	48	25	647
	39%	38%	40%	47%	41%	40%	35%	30%	36%	40%	38%	45%	41%	42%	37%	39%	41%	40%	35%	40%	32%	39%
				CDE	dE	E																
Not very confident	278	113	165	44	61	79	71	23	15	34	40	16	23	15	23	46	23	235	8	18	16	278
	17%	16%	18%	16%	17%	18%	18%	12%	15%	15%	20%	12%	18%	17%	17%	19%	17%	17%	10%	15%	20%	17%
						e	e				d					d						
Not at all confident	111	41	70	20	21	30	29	12	4	11	14	9	10	8	12	13	11	91	7	6	7	111
	7%	6%	8%	7%	6%	7%	8%	6%	4%	5%	7%	7%	8%	9%	9%	5%	8%	7%	8%	5%	9%	7%
Don't know	96	50	45	12	17	22	24	21	7	13	4	9	1	4	10	14	6	68	6	11	10	96
	6%	7%	5%	4%	5%	5%	6%	11%	7%	6%	2%	7%	1%	5%	8%	6%	4%	5%	7%	9%	13%	6%
		b					ABCD		CE	cE		CE		e	CE	cE	e			Ae	AE	
<b>Nets</b>																						
Confident	1169	514	655	202	260	308	264	134	72	168	136	99	91	62	86	164	101	979	60	85	45	1169
	71%	72%	70%	73%	73%	70%	68%	71%	74%	74%	70%	74%	73%	69%	66%	69%	71%	71%	74%	70%	58%	71%
																		D	D	d		D
Not confident	389	153	235	63	81	109	101	35	19	45	54	25	33	23	34	58	34	327	15	24	23	389
	24%	21%	25%	23%	23%	25%	26%	18%	19%	20%	28%	19%	26%	26%	26%	25%	24%	24%	19%	20%	29%	24%
			a			e	e				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

### 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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
521	231	41	37	7	4	8	20	160
32%	30%	34%	31%	21%	32%	25%	33%	34%
647	317	41	55	19	4	16	29	154
39%	41%	35%	47%	53%	34%	50%	47%	33%
	H		bH	bH		h	H	
278	133	24	12	7	3	5	6	85
17%	17%	20%	10%	20%	25%	16%	10%	18%
	C	Cg						Cg
111	52	7	5	2	-	3	5	32
7%	7%	6%	4%	6%	-	9%	8%	7%
96	35	6	10	-	1	-	2	41
6%	5%	5%	8%	-	8%	-	3%	9%
			adf					Adf
1169	548	82	92	26	8	24	49	314
71%	71%	69%	78%	74%	67%	74%	79%	67%
	h		H				H	
389	185	31	17	9	3	8	11	117
24%	24%	26%	14%	26%	25%	26%	17%	25%
	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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	521	75	155	70	97	32	44	100	240	105	27	-	59	101	24	50	62	507	10
	32%	34%	35%	25%	32%	24%	33%	34%	30%	30%	36%	-	32%	35%	39%	29%	30%	32%	24%
		Ce	CE		c														
Fairly confident	647	74	179	118	115	59	58	121	329	131	27	1	75	106	23	72	77	629	15
	39%	33%	40%	43%	37%	45%	42%	41%	41%	38%	36%	100%	41%	36%	36%	42%	38%	39%	36%
		a	A	A	A	A	a												
Not very confident	278	42	60	51	59	22	25	48	130	69	16	-	29	49	10	29	40	264	11
	17%	19%	13%	18%	19%	17%	18%	16%	16%	20%	22%	-	16%	17%	16%	17%	19%	16%	26%
		b		b	B														
Not at all confident	111	13	34	17	21	10	5	15	52	25	5	-	12	18	1	11	19	107	3
	7%	6%	7%	6%	7%	8%	4%	5%	7%	7%	6%	-	7%	6%	1%	7%	9%	7%	7%
																	C		
Don't know	96	18	22	20	14	8	4	11	47	17	-	-	7	19	5	9	8	93	3
	6%	8%	5%	7%	5%	6%	3%	4%	6%	5%	-	-	4%	6%	7%	5%	4%	6%	7%
		bdF		f				d	D	d									
<b>Nets</b>																			
Confident	1169	150	335	188	212	90	102	221	568	236	53	1	135	206	47	122	139	1137	25
	71%	67%	74%	68%	69%	69%	75%	75%	71%	68%	71%	100%	73%	71%	75%	71%	68%	71%	60%
			ac					c											
Not confident	389	54	93	69	80	32	30	63	182	94	21	-	42	66	11	40	59	371	14
	24%	25%	21%	25%	26%	24%	22%	21%	23%	27%	29%	-	23%	23%	17%	24%	29%	23%	33%
					b												c		

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	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	521	521	-	-	-	511	9	514	5	372	63	364	5	478	16	57	464
	32%	32%	-	-	-	32%	15%	32%	17%	31%	31%	32%	14%	33%	18%	37%	31%
						B		b				B		B			
Fairly confident	647	647	-	-	-	632	15	635	8	458	80	443	13	595	20	68	579
	39%	39%	-	-	-	40%	26%	39%	27%	39%	39%	39%	35%	41%	23%	44%	39%
						B								B			
Not very confident	278	278	-	-	-	259	18	267	6	197	35	192	9	240	28	18	259
	17%	17%	-	-	-	16%	32%	17%	21%	17%	17%	17%	24%	16%	32%	12%	17%
						A								A		a	
Not at all confident	111	111	-	-	-	100	10	103	8	81	13	77	6	72	21	5	106
	7%	7%	-	-	-	6%	18%	6%	28%	7%	6%	7%	16%	5%	24%	3%	7%
						A		A				A		A		a	
Don't know	96	96	-	-	-	91	5	92	2	76	14	71	4	74	2	6	89
	6%	6%	-	-	-	6%	9%	6%	7%	6%	7%	6%	11%	5%	2%	4%	6%
<b>Nets</b>																	
Confident	1169	1169	-	-	-	1143	23	1149	13	830	142	807	18	1074	35	125	1043
	71%	71%	-	-	-	72%	42%	71%	44%	70%	70%	70%	49%	74%	41%	81%	70%
						B		B				B		B		B	
Not confident	389	389	-	-	-	359	28	369	14	278	47	269	14	312	49	23	365
	24%	24%	-	-	-	23%	49%	23%	49%	23%	23%	23%	40%	21%	56%	15%	24%
						A		A				A		A		A	

Columns Tested: A,B,C,D - 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	521	471	6	25	6	1	38	86	126	372	63	67	87	322	48	7
	32%	32%	33%	27%	37%	14%	28%	34%	33%	31%	31%	33%	31%	31%	33%	39%
Fairly confident	647	589	4	32	6	2	44	108	154	458	80	74	123	406	51	8
	39%	40%	22%	35%	38%	28%	33%	42%	41%	39%	39%	36%	44% c	39%	35%	45%
Not very confident	278	246	5	20	3	2	30	38	67	197	35	40	43	173	28	2
	17%	17%	27%	22%	19%	30%	23% a	15%	18%	17%	17%	20%	15%	17%	19%	11%
Not at all confident	111	92	1	11	1	1	14	14	19	81	13	13	17	75	8	1
	7%	6%	6%	12% A	6%	14%	11% a	5%	5%	7%	6%	6%	6%	7%	5%	5%
Don't know	96	85	2	4	-	1	7	8	11	76	14	11	10	66	10	-
	6%	6%	13%	4%	-	14%	5%	3%	3%	6% d	7%	5%	4%	6%	7%	-
Nets																
Confident	1169	1060	10	57	12	3	82	195	280	830	142	141	209	728	99	15
	71%	71% ceF	55%	62%	75%	42%	62%	76%	74%	70%	70%	69%	75%	70%	69%	84%
Not confident	389	338	6	31	4	3	44	52	86	278	47	53	60	248	36	3
	24%	23%	33%	34% A	25%	44%	33% A	21%	23%	23%	23%	26%	22%	24%	25%	16%

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

	Total	Gender		Age					Region								Country					
		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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	1168	486	682	188	259	332	273	116	64	154	151	96	94	63	82	171	100	976	58	84	50	1168
	71%	68%	73%	68%	72%	76%	70%	61%	66%	68%	78%	72%	75%	70%	63%	72%	71%	71%	71%	70%	64%	71%
			A		E	AdE	E				ABG		G			g						
Detecting any eye health problems	269	117	152	44	68	49	64	45	21	34	22	21	21	14	23	42	20	218	12	21	19	269
	16%	16%	16%	16%	19%	11%	17%	24%	22%	15%	11%	15%	17%	15%	17%	18%	14%	16%	15%	17%	24%	16%
				c	C		C	ACd	C							c					ae	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	135	66	69	22	20	37	37	19	8	21	10	12	7	11	19	12	14	114	5	10	7	135
	8%	9%	7%	8%	6%	8%	10%	10%	8%	9%	5%	9%	6%	12%	14%	5%	10%	8%	6%	9%	8%	8%
							B	b		h				CeH	CEH	h						
Selling fashionable glasses frames and sunglasses	28	18	10	9	2	8	4	5	1	5	5	2	1	2	3	4	2	25	2	-	1	28
	2%	3%	1%	3%	1%	2%	1%	2%	1%	2%	3%	1%	1%	2%	2%	2%	2%	2%	3%	-	1%	2%
		B		BD		b	b	b											c			
Detecting other health problems not directly in the eyes	19	12	7	8	3	4	3	1	-	6	1	2	1	-	3	3	1	17	-	2	-	19
	1%	2%	1%	3%	1%	1%	1%	1%	-	3%	1%	2%	1%	-	2%	1%	1%	1%	-	2%	-	1%
		b		bCD						c												
Detecting damage to my eyes	14	11	3	1	2	3	5	3	2	3	2	1	-	-	-	2	2	12	1	1	-	14
	1%	2%	*	*	1%	1%	1%	2%	2%	1%	1%	1%	-	-	-	1%	1%	1%	1%	1%	-	1%
		B																				
Other	19	6	12	5	3	6	3	1	1	3	3	-	1	-	1	2	1	12	3	2	2	19
	1%	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%	-	1%	-	1%	1%	1%	1%	4%	1%	2%	1%
																		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

**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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1168	550	93	82	24	11	23	43	314
71%	72%	79%	69%	67%	92%	72%	70%	67%
	h	acH			h			
269	119	13	22	5	-	8	9	91
16%	16%	11%	19%	15%	-	25%	14%	19%
			b			Be		aBe
135	63	6	12	2	-	1	2	46
8%	8%	5%	10%	7%	-	3%	3%	10%
								b
28	13	3	2	1	1	-	1	7
2%	2%	2%	2%	3%	8%	-	2%	2%
					ah			
19	8	3	-	3	-	-	2	3
1%	1%	2%	-	9%	-	-	3%	1%
		ch		AbCfH			Ch	
14	7	-	1	-	-	-	-	6
1%	1%	-	1%	-	-	-	-	1%
19	8	1	-	-	-	-	5	4
1%	1%	1%	-	-	-	-	8%	1%
							ABCH	

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
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1168	147	319	203	210	97	96	212	574	240	47	1	131	191	40	115	146	1135	23
	71%	66%	71%	73%	69%	74%	71%	72%	72%	69%	63%	100%	72%	66%	64%	67%	71%	71%	57%
				a														B	
Detecting any eye health problems	269	39	76	38	59	19	24	54	118	65	12	-	29	60	14	34	39	262	7
	16%	18%	17%	14%	19%	14%	18%	18%	15%	19%	17%	-	16%	21%	22%	20%	19%	16%	17%
				c						b									
Getting a prescription for corrective products (e.g. glasses or contact lenses)	135	24	39	21	24	8	4	15	76	22	10	-	18	22	6	13	14	131	4
	8%	11%	9%	8%	8%	6%	3%	5%	10%	6%	13%	-	10%	7%	10%	8%	7%	8%	9%
		F	F	f	f				Ac		AC								
Selling fashionable glasses frames and sunglasses	28	6	6	5	5	2	3	5	11	8	2	-	2	6	1	6	2	27	1
	2%	3%	1%	2%	2%	1%	2%	2%	1%	2%	3%	-	1%	2%	1%	4%	1%	2%	2%
																ae			
Detecting other health problems not directly in the eyes	19	2	5	3	4	2	2	5	5	3	3	-	1	4	1	2	2	16	3
	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%	4%	-	1%	1%	2%	1%	1%	1%	8%
											BC							A	
Detecting damage to my eyes	14	2	1	5	1	1	1	3	4	5	-	-	1	6	-	1	1	12	2
	1%	1%	*	2%	*	1%	1%	1%	*	1%	-	-	1%	2%	-	1%	1%	1%	5%
				Bd						b								A	
Other	19	2	3	2	3	2	5	2	10	3	-	-	1	2	1	-	-	18	1
	1%	1%	1%	1%	1%	1%	4%	1%	1%	1%	-	-	1%	1%	2%	-	-	1%	2%
						aBCD									de				

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 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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1168	1168	-	-	-	1129	37	1147	14	824	148	800	24	1032	59	71	1098
	71%	71%	-	-	-	71%	67%	71%	49%	70%	73%	70%	68%	71%	69%	46%	73%
								B								A	
Detecting any eye health problems	269	269	-	-	-	260	8	262	6	200	33	194	6	250	9	51	218
	16%	16%	-	-	-	16%	14%	16%	20%	17%	16%	17%	16%	17%	10%	33%	15%
														b		B	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	135	135	-	-	-	128	7	130	3	105	15	100	4	114	10	12	124
	8%	8%	-	-	-	8%	12%	8%	10%	9%	7%	9%	11%	8%	11%	8%	8%
Selling fashionable glasses frames and sunglasses	28	28	-	-	-	26	2	26	2	19	1	17	2	19	5	1	27
	2%	2%	-	-	-	2%	3%	2%	7%	2%	*	1%	6%	1%	6%	1%	2%
									A				A		A		
Detecting other health problems not directly in the eyes	19	19	-	-	-	18	1	15	4	14	3	15	-	16	2	12	7
	1%	1%	-	-	-	1%	2%	1%	14%	1%	1%	1%	-	1%	2%	8%	*
									A							B	
Detecting damage to my eyes	14	14	-	-	-	13	1	13	-	11	3	11	-	12	1	8	6
	1%	1%	-	-	-	1%	2%	1%	-	1%	1%	1%	-	1%	1%	5%	*
																B	
Other	19	19	-	-	-	19	-	18	-	12	1	12	-	16	-	-	19
	1%	1%	-	-	-	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

## 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

		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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1168	1057	11	56	11	4	82	177	244	824	148	149	205	720	105	11
	71%	71%	61%	61%	68%	56%	61%	70%	65%	70%	73%	73%	73%	69%	73%	62%
		CF														
Detecting any eye health problems	269	235	3	23	2	3	32	51	71	200	33	29	44	178	23	5
	16%	16%	17%	25%	13%	44%	24%	20%	19%	17%	16%	14%	16%	17%	16%	27%
				A		A	A									
Getting a prescription for corrective products (e.g. glasses or contact lenses)	135	122	2	8	1	-	11	13	36	105	15	16	16	94	10	2
	8%	8%	11%	9%	6%	-	8%	5%	10%	9%	7%	8%	6%	9%	7%	11%
								A		d						
Selling fashionable glasses frames and sunglasses	28	25	1	1	1	-	3	3	10	19	1	3	7	18	1	-
	2%	2%	6%	1%	6%	-	2%	1%	3%	2%	*	1%	2%	2%	1%	-
													b			
Detecting other health problems not directly in the eyes	19	16	1	1	1	-	3	7	7	14	3	4	1	14	1	-
	1%	1%	6%	1%	6%	-	2%	3%	2%	1%	1%	2%	*	1%	1%	-
			a		A							d				
Detecting damage to my eyes	14	13	-	1	-	-	1	1	2	11	3	3	1	8	3	-
	1%	1%	-	1%	-	-	1%	*	*	1%	1%	1%	*	1%	2%	-
Other	19	16	-	2	-	-	2	2	6	12	1	1	6	11	1	-
	1%	1%	-	2%	-	-	1%	1%	2%	1%	1%	*	2%	1%	1%	-

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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Detecting any eye health problems	340	127	213	45	74	106	91	24	20	40	38	27	22	18	22	55	28	270	20	26	24	340
	21%	18%	23%	16%	21%	24%	23%	12%	21%	17%	20%	20%	18%	20%	17%	23%	20%	20%	25%	21%	31%	21%
			A		E	AE	AE														AE	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	334	161	173	49	82	87	86	30	16	48	35	25	27	21	26	54	24	275	22	26	10	334
	20%	22%	18%	18%	23%	20%	22%	16%	16%	21%	18%	19%	21%	24%	20%	23%	17%	20%	28%	22%	13%	20%
			B		e														aD			
Detecting other health problems not directly in the eyes	237	103	134	29	48	64	65	30	13	33	30	21	12	11	20	34	25	199	7	17	15	237
	14%	14%	14%	10%	13%	15%	17%	16%	13%	15%	16%	16%	10%	12%	15%	15%	18%	14%	8%	14%	19%	14%
							A	a									e				b	
Selling fashionable glasses frames and sunglasses	103	46	57	13	21	31	29	9	10	10	16	3	6	7	7	17	10	84	12	6	1	103
	6%	6%	6%	5%	6%	7%	8%	5%	10%	4%	8%	2%	5%	7%	5%	7%	7%	6%	14%	5%	1%	6%
									bD		bD			d	5%	D	d	d	ACDE			d
Providing sight tests	79	44	34	13	16	16	23	10	5	12	6	8	5	5	7	13	5	66	4	4	5	79
	5%	6%	4%	5%	5%	4%	6%	5%	5%	5%	3%	6%	4%	5%	5%	5%	3%	5%	4%	3%	6%	5%
			B																			
Detecting damage to my eyes	42	17	25	4	11	11	8	7	3	3	5	6	2	1	2	6	6	34	2	3	2	42
	3%	2%	3%	2%	3%	2%	2%	4%	3%	1%	3%	5%	2%	1%	2%	3%	4%	2%	3%	2%	3%	3%
											b						b					
Other	150	47	103	15	35	60	30	10	7	20	26	9	14	13	14	20	14	136	3	7	4	150
	9%	6%	11%	6%	10%	14%	8%	5%	7%	9%	14%	7%	11%	14%	10%	8%	10%	10%	4%	6%	6%	9%
			A		ae	AbDE					aDh			d				b				b
Not Stated	628	285	343	139	135	134	126	95	41	87	72	57	49	31	52	76	55	521	26	49	33	628
	38%	40%	37%	50%	38%	31%	32%	50%	42%	39%	37%	43%	39%	35%	40%	32%	39%	38%	32%	41%	42%	38%
				BCD	C		BCD					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

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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
340	155	29	22	8	4	8	8	102
21%	20%	24%	19%	21%	32%	25%	12%	22%
		g			g			g
334	164	26	26	11	1	5	4	93
20%	21%	22%	22%	31%	8%	16%	6%	20%
	G	G	G	G				G
237	101	11	22	1	3	3	7	83
14%	13%	9%	19%	3%	24%	9%	11%	18%
	d		aBD		D			ABD
103	49	9	11	-	2	1	3	28
6%	6%	7%	9%	-	17%	3%	5%	6%
			d		D			
79	39	4	6	2	-	1	1	26
5%	5%	3%	5%	6%	-	3%	2%	6%
42	19	1	5	-	-	-	-	16
3%	3%	1%	4%	-	-	-	-	3%
			bg					
150	73	12	10	3	2	3	6	36
9%	10%	10%	8%	9%	17%	9%	9%	8%
628	287	42	44	12	4	14	36	173
38%	37%	35%	37%	34%	34%	44%	58%	37%
							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?

## 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
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Detecting any eye health problems	340	42	89	71	62	30	24	52	190	65	11	-	43	58	13	36	49	331	6
	21%	19%	20%	26%	20%	23%	18%	18%	24%	19%	14%	-	24%	20%	20%	21%	24%	21%	14%
				abf					Ac										
Getting a prescription for corrective products (e.g. glasses or contact lenses)	334	50	111	68	60	20	11	61	171	73	12	-	38	48	14	33	65	324	8
	20%	23%	25%	25%	20%	15%	8%	21%	21%	21%	16%	-	21%	17%	23%	19%	32%	20%	19%
		eF	EF	EF	F	f										ABD			
Detecting other health problems not directly in the eyes	237	33	84	34	39	17	19	39	128	47	10	-	43	36	9	31	36	232	5
	14%	15%	19%	12%	13%	13%	14%	13%	16%	13%	13%	-	23%	12%	14%	18%	17%	14%	12%
			CD										B			b			
Selling fashionable glasses frames and sunglasses	103	17	36	18	16	7	5	16	61	20	1	-	11	17	6	14	14	100	1
	6%	8%	8%	7%	5%	5%	4%	5%	8%	6%	1%	-	6%	6%	10%	8%	7%	6%	2%
			f						d										
Providing sight tests	79	12	20	13	14	6	7	10	36	21	6	-	11	15	8	14	8	77	1
	5%	5%	5%	5%	5%	5%	5%	3%	4%	6%	8%	-	6%	5%	13%	8%	4%	5%	2%
											a				aBE	e			
Detecting damage to my eyes	42	5	14	8	9	4	-	7	22	10	2	-	3	7	2	4	6	42	-
	3%	2%	3%	3%	3%	3%	-	2%	3%	3%	3%	-	2%	2%	3%	3%	3%	3%	-
		f	F	F	F	F													
Other	150	22	33	33	26	14	11	15	88	30	5	1	16	27	6	11	17	147	2
	9%	10%	7%	12%	8%	11%	8%	5%	11%	9%	7%	100%	8%	9%	9%	6%	8%	9%	5%
				B					A	a									
Not Stated	628	79	150	80	127	52	70	141	254	127	35	-	47	120	19	57	49	604	22
	38%	36%	33%	29%	41%	40%	51%	48%	32%	37%	48%	-	26%	41%	30%	33%	24%	38%	53%
					BC	C	ABCde	BC			Bc			AdE		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

### 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	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Detecting any eye health problems	340	340	-	-	-	331	9	335	3	262	52	255	2	300	18	28	312
	21%	21%	-	-	-	21%	16%	21%	10%	22%	26%	22%	6%	21%	20%	18%	21%
												B					
Getting a prescription for corrective products (e.g. glasses or contact lenses)	334	334	-	-	-	325	8	327	3	243	58	239	6	298	14	33	300
	20%	20%	-	-	-	20%	14%	20%	10%	21%	29%	21%	16%	20%	16%	22%	20%
										A							
Detecting other health problems not directly in the eyes	237	237	-	-	-	228	9	232	4	179	21	171	7	210	10	18	218
	14%	14%	-	-	-	14%	16%	14%	13%	15%	10%	15%	19%	14%	11%	12%	15%
										b							
Selling fashionable glasses frames and sunglasses	103	103	-	-	-	100	3	100	2	77	12	72	3	82	12	3	100
	6%	6%	-	-	-	6%	5%	6%	7%	7%	6%	6%	8%	6%	14%	2%	7%
														A		A	
Providing sight tests	79	79	-	-	-	78	1	77	1	60	13	58	1	73	2	10	68
	5%	5%	-	-	-	5%	2%	5%	3%	5%	6%	5%	3%	5%	2%	7%	5%
Detecting damage to my eyes	42	42	-	-	-	42	-	42	-	34	6	33	-	37	1	1	41
	3%	3%	-	-	-	3%	-	3%	-	3%	3%	3%	-	3%	1%	1%	3%
Other	150	150	-	-	-	144	6	148	1	125	19	117	6	134	8	6	144
	9%	9%	-	-	-	9%	10%	9%	3%	11%	9%	10%	16%	9%	9%	4%	10%
																A	
Not Stated	628	628	-	-	-	596	29	605	19	407	69	396	15	555	35	74	555
	38%	38%	-	-	-	37%	52%	38%	63%	34%	34%	35%	42%	38%	40%	48%	37%
							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

		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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Detecting any eye health problems	340	316	2	14	1	2	19	55	67	262	52	43	42	222	35	4
	21%	21%	11%	15%	6%	28%	14%	22%	18%	22%	26%	21%	15%	21%	24%	23%
		f								D	D	d				
Getting a prescription for corrective products (e.g. glasses or contact lenses)	334	305	2	20	4	-	26	48	85	243	58	28	63	198	47	1
	20%	21%	11%	22%	25%	-	19%	19%	23%	21%	29%	14%	22%	19%	33%	5%
										C	AC		C		AC	
Detecting other health problems not directly in the eyes	237	222	1	9	-	1	11	30	41	179	21	37	32	162	15	3
	14%	15%	5%	10%	-	16%	8%	12%	11%	15%	10%	18%	11%	16%	11%	17%
		dF								b		BD				
Selling fashionable glasses frames and sunglasses	103	100	-	3	-	-	3	12	25	77	12	15	13	67	8	1
	6%	7%	-	3%	-	-	2%	5%	7%	7%	6%	7%	5%	6%	5%	5%
		F														
Providing sight tests	79	69	1	5	3	-	9	7	17	60	13	11	10	48	11	2
	5%	5%	6%	6%	19%	-	7%	3%	4%	5%	6%	6%	4%	5%	8%	11%
					Acf										a	
Detecting damage to my eyes	42	40	-	1	-	1	2	5	6	34	6	5	4	30	4	1
	3%	3%	-	1%	-	16%	2%	2%	2%	3%	3%	2%	2%	3%	3%	5%
					AbCF											
Other	150	141	1	4	1	1	7	25	38	125	19	16	11	111	12	2
	9%	10%	5%	4%	6%	14%	5%	10%	10%	11%	9%	8%	4%	11%	8%	11%
		c								D	D	d				
Not Stated	628	536	12	46	8	3	69	106	155	407	69	82	138	369	46	9
	38%	36%	68%	50%	50%	42%	52%	42%	41%	34%	34%	40%	49%	35%	32%	50%
			A	A			A						ABC			

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

	Total	Gender		Age					Region								Country					
		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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	1245	531	714	202	275	347	295	127	69	166	157	104	99	68	89	184	104	1041	61	89	55	1245
	75%	74%	76%	73%	77%	79%	76%	66%	71%	74%	81%	78%	79%	76%	68%	78%	74%	76%	75%	74%	71%	75%
				E		AE	E				abG	g	G			G						
Detecting any eye health problems	606	242	365	89	140	155	154	69	41	74	60	47	43	31	44	97	48	485	32	46	43	606
	37%	34%	39%	32%	39%	35%	40%	36%	42%	33%	31%	35%	35%	35%	33%	41%	34%	35%	40%	39%	55%	37%
			A		a		A		bc							bC				AbCE		
Getting a prescription for corrective products (e.g. glasses or contact lenses)	466	227	239	70	102	122	122	49	24	68	44	37	34	32	44	66	38	387	27	36	17	466
	28%	32%	26%	25%	29%	28%	31%	26%	25%	30%	23%	27%	27%	36%	34%	28%	27%	28%	34%	30%	21%	28%
		B					a			c				aC	C				d			
Detecting other health problems not directly in the eyes	256	115	140	37	51	68	68	32	13	39	31	23	13	11	23	37	26	216	7	19	15	256
	15%	16%	15%	13%	14%	15%	17%	17%	13%	17%	16%	17%	10%	12%	17%	16%	18%	16%	8%	16%	19%	15%
									e							e		b		b	b	
Selling fashionable glasses frames and sunglasses	130	63	67	22	23	38	33	14	11	15	21	5	7	9	10	19	12	109	14	6	2	130
	8%	9%	7%	8%	6%	9%	8%	7%	11%	7%	11%	4%	5%	10%	8%	8%	9%	8%	17%	5%	2%	8%
									D		De			d		d	d	d	ACDE		d	
Detecting damage to my eyes	56	28	28	5	13	14	13	10	5	6	7	7	2	1	2	8	8	47	3	4	2	56
	3%	4%	3%	2%	4%	3%	3%	5%	5%	3%	4%	5%	2%	1%	2%	3%	6%	3%	4%	3%	3%	3%
							A				efg					efg						
Other	168	53	115	21	38	66	33	11	8	23	29	9	15	13	15	22	15	148	6	9	6	168
	10%	7%	12%	7%	11%	15%	8%	6%	8%	10%	15%	7%	12%	14%	11%	9%	11%	11%	7%	7%	8%	10%
			A		e	AbDE					aDh			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

**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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1245	587	97	88	26	11	24	44	340
75%	76%	82%	74%	73%	92%	75%	71%	72%
	h	gH						
606	273	41	44	13	4	16	16	192
37%	35%	35%	37%	36%	32%	50%	26%	41%
						aG		aG
466	225	31	37	13	1	6	6	138
28%	29%	26%	32%	37%	8%	19%	10%	29%
	G	G	eG	eG				G
256	109	13	22	4	3	3	9	86
15%	14%	11%	19%	11%	24%	9%	14%	18%
			b					ab
130	62	12	13	1	2	1	4	36
8%	8%	10%	11%	3%	17%	3%	6%	8%
56	26	1	6	-	-	-	-	22
3%	3%	1%	5%	-	-	-	-	5%
			Bg					Bg
168	81	13	10	3	2	3	11	40
10%	11%	11%	8%	9%	17%	9%	17%	9%
							cH	

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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1245	157	339	216	224	102	103	222	609	259	53	1	142	206	48	129	153	1210	24
	75%	70%	75%	78%	73%	79%	76%	75%	76%	75%	71%	100%	77%	71%	77%	75%	75%	76%	59%
				a		a												B	
Detecting any eye health problems	606	80	165	108	121	49	48	105	306	129	23	-	72	117	27	69	87	591	13
	37%	36%	37%	39%	40%	38%	36%	36%	38%	37%	31%	-	39%	40%	42%	40%	42%	37%	31%
Getting a prescription for corrective products (e.g. glasses or contact lenses)	466	73	148	88	84	28	15	75	245	95	22	-	57	70	20	45	78	452	12
	28%	33%	33%	32%	28%	21%	11%	25%	31%	27%	30%	-	31%	24%	32%	26%	38%	28%	28%
		EF	EF	EF	F	F			a				b				BD		
Detecting other health problems not directly in the eyes	256	35	89	37	43	19	21	44	133	50	13	-	44	40	10	33	38	248	8
	15%	16%	20%	14%	14%	14%	15%	15%	17%	14%	17%	-	24%	14%	15%	19%	18%	15%	19%
			CD										B						
Selling fashionable glasses frames and sunglasses	130	23	42	23	21	9	7	21	71	28	3	-	13	22	7	20	16	126	2
	8%	10%	9%	8%	7%	7%	5%	7%	9%	8%	4%	-	7%	8%	11%	12%	8%	8%	5%
		f																	
Detecting damage to my eyes	56	7	15	13	10	5	1	10	26	15	2	-	4	13	2	5	7	54	2
	3%	3%	3%	5%	3%	4%	1%	3%	3%	4%	3%	-	2%	4%	3%	3%	4%	3%	5%
				F															
Other	168	24	36	35	28	16	16	17	98	32	5	1	17	29	7	11	17	165	3
	10%	11%	8%	13%	9%	12%	12%	6%	12%	9%	7%	100%	9%	10%	11%	6%	8%	10%	7%
				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

### 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	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1245	1245	-	-	-	1205	38	1221	15	883	161	857	25	1103	61	81	1164
	75%	75%	-	-	-	76%	68%	76%	52%	75%	79%	75%	70%	76%	71%	52%	78%
								B								A	
Detecting any eye health problems	606	606	-	-	-	588	17	594	9	460	85	447	8	547	26	77	530
	37%	37%	-	-	-	37%	30%	37%	31%	39%	42%	39%	22%	38%	30%	50%	35%
												B				B	
Getting a prescription for corrective products (e.g. glasses or contact lenses)	466	466	-	-	-	451	15	454	6	347	73	338	9	409	24	44	422
	28%	28%	-	-	-	28%	26%	28%	20%	29%	36%	29%	25%	28%	28%	29%	28%
										a							
Detecting other health problems not directly in the eyes	256	256	-	-	-	246	10	247	8	193	24	185	7	226	12	31	225
	15%	15%	-	-	-	15%	18%	15%	27%	16%	12%	16%	19%	15%	14%	20%	15%
									a								
Selling fashionable glasses frames and sunglasses	130	130	-	-	-	125	5	125	4	95	13	88	5	101	17	4	126
	8%	8%	-	-	-	8%	8%	8%	14%	8%	6%	8%	14%	7%	20%	3%	8%
														A		A	
Detecting damage to my eyes	56	56	-	-	-	55	1	55	-	45	9	44	-	49	2	9	47
	3%	3%	-	-	-	3%	2%	3%	-	4%	4%	4%	-	3%	3%	6%	3%
																b	
Other	168	168	-	-	-	163	6	166	1	136	20	129	6	150	8	6	163
	10%	10%	-	-	-	10%	10%	10%	3%	12%	10%	11%	16%	10%	9%	4%	11%
																A	

Columns Tested: A,B,C,D - A,B - 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Providing sight tests	1245	1124	12	61	14	4	91	184	260	883	161	159	215	767	117	13
	75%	76%	67%	66%	87%	56%	68%	72%	69%	75%	79%	78%	77%	74%	81%	73%
		Cf			c										a	
Detecting any eye health problems	606	548	5	37	3	5	51	105	136	460	85	73	85	398	59	9
	37%	37%	27%	40%	19%	72%	38%	41%	36%	39%	42%	36%	30%	38%	41%	50%
						abDf				D	D					
Getting a prescription for corrective products (e.g. glasses or contact lenses)	466	423	4	28	5	-	37	61	121	347	73	44	78	291	57	3
	28%	29%	22%	30%	31%	-	28%	24%	32%	29%	36%	22%	28%	28%	40%	16%
		e		e					A	C	aCd				Ac	
Detecting other health problems not directly in the eyes	256	238	2	10	1	1	14	37	48	193	24	41	33	176	16	3
	15%	16%	11%	11%	6%	16%	11%	15%	13%	16%	12%	20%	12%	17%	11%	17%
		f								d		BD		b		
Selling fashionable glasses frames and sunglasses	130	124	1	4	1	-	6	15	35	95	13	18	20	84	9	1
	8%	8%	6%	4%	6%	-	4%	6%	9%	8%	6%	9%	7%	8%	6%	5%
Detecting damage to my eyes	56	53	-	2	-	1	3	6	8	45	9	8	5	38	7	1
	3%	4%	-	2%	-	16%	2%	2%	2%	4%	4%	4%	2%	4%	5%	5%
						abCF										
Other	168	156	1	6	1	1	9	27	44	136	20	17	17	121	13	2
	10%	11%	5%	7%	6%	14%	7%	11%	12%	12%	10%	9%	6%	12%	9%	11%
										D						

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	1656	1656	1656
Weighted Total	1653	1653	1653
	100%	100%	100%
Providing sight tests	1168	79	1245
	71%	5%	75%
Detecting any eye health problems	269	340	606
	16%	21%	37%
Detecting other health problems not directly in the eyes	19	237	256
	1%	14%	15%
Getting a prescription for corrective products (e.g. glasses or contact lenses)	135	334	466
	8%	20%	28%
Selling fashionable glasses frames and sunglasses	28	103	130
	2%	6%	8%
Detecting damage to my eyes	14	42	56
	1%	3%	3%
Other	19	150	168
	1%	9%	10%
Not Stated	-	628	-
	-	38%	-

## 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	1653	1562	31	60
	100%	94%	2%	4%
Opticians undergo regular training to update their skills	1653	1368	83	202
	100%	83%	5%	12%
Opticians are monitored by a regulatory body	1653	1402	97	153
	100%	85%	6%	9%

## 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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1562	665	897	257	334	423	373	174	94	204	185	129	120	83	118	223	133	1288	77	119	78	1562
	94%	93%	96%	93%	93%	96%	96%	92%	97%	90%	95%	97%	96%	92%	90%	94%	94%	94%	95%	99%	100%	94%
			A			AbE	AbE		Bg		Bg	BG	bg			b				AE	AbE	
False	31	20	11	11	9	5	4	2	-	12	4	2	1	-	3	5	4	31	-	-	-	31
	2%	3%	1%	4%	3%	1%	1%	1%	-	5%	2%	2%	1%	-	2%	2%	3%	2%	-	-	-	2%
		B		CD	d				AcDEFh							a		c				
Don't know	60	32	27	9	14	11	11	14	3	10	5	2	4	7	10	8	4	54	4	2	-	60
	4%	5%	3%	3%	4%	3%	3%	7%	3%	5%	3%	2%	3%	8%	8%	4%	3%	4%	5%	1%	-	4%
		b						aCD						CD	CDhi			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

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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1562	733	114	111	29	10	28	56	447
94%	95%	97%	94%	82%	91%	87%	91%	95%
	DF	DFg	D					Df
31	16	2	2	4	1	-	2	4
2%	2%	2%	2%	11%	9%	-	3%	1%
				ABCfH	fH			
60	20	2	5	2	-	4	4	20
4%	3%	2%	4%	7%	-	13%	6%	4%
						ABcH		

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	
		A	B	C1	C2	D	E	20:20 vision	Short sighted	Long sighted	Partially sighted	Registered blind	Glaucoma	Diabetes	Macular degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
Significance Level: 90%	Total	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1562	213	430	261	290	120	120	272	765	329	70	1	172	278	60	164	195	1521	31
	94%	96%	96%	94%	95%	92%	89%	92%	96%	95%	95%	100%	94%	96%	95%	95%	95%	95%	76%
		F	F	F	F				A									B	
False	31	4	7	8	6	3	2	14	8	7	2	-	5	5	1	3	3	26	4
	2%	2%	2%	3%	2%	2%	1%	5%	1%	2%	3%	-	3%	2%	2%	2%	1%	2%	10%
								BC										A	
Don't know	60	5	12	8	10	7	14	9	25	10	2	-	6	8	2	5	7	54	6
	4%	2%	3%	3%	3%	6%	10%	3%	3%	3%	3%	-	3%	3%	3%	3%	3%	3%	14%
						a	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 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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1562	1562	-	-	-	1513	44	1530	21	1122	195	1088	34	1394	73	136	1426
	94%	94%	-	-	-	95%	79%	95%	70%	95%	96%	95%	95%	96%	85%	88%	95%
						B		B						B		A	
False	31	31	-	-	-	25	6	24	6	17	4	17	-	24	7	11	20
	2%	2%	-	-	-	2%	11%	1%	21%	1%	2%	1%	-	2%	8%	7%	1%
						A		A						A		B	
Don't know	60	60	-	-	-	54	6	57	3	45	5	43	2	41	6	8	52
	4%	4%	-	-	-	3%	10%	4%	10%	4%	2%	4%	5%	3%	7%	5%	3%
						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 have recognised academic qualifications

Base: All Respondents

		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%	Total	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1562	1407	17	84	14	7	123	240	352	1122	195	190	266	984	141	18
	94%	95%	95%	91%	87%	100%	92%	94%	94%	95%	96%	93%	95%	94%	97%	100%
False	31	26	-	3	2	-	5	5	13	17	4	8	8	16	1	-
	2%	2%	-	3%	13%	-	4%	2%	3%	1%	2%	4%	3%	2%	1%	-
					Ac							A	a			
Don't know	60	50	1	5	-	-	6	10	11	45	5	7	6	43	3	-
	4%	3%	5%	5%	-	-	4%	4%	3%	4%	2%	3%	2%	4%	2%	-

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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1368	569	799	229	309	384	305	142	88	182	162	113	104	69	101	194	118	1133	67	105	62	1368
	83%	79%	85%	83%	86%	87%	78%	74%	91%	81%	84%	85%	83%	77%	77%	82%	84%	83%	83%	88%	79%	83%
			A	E	DE	aDE			BFGh													
False	83	42	41	21	19	19	19	6	2	9	10	8	10	6	9	11	5	69	4	7	2	83
	5%	6%	4%	8%	5%	4%	5%	3%	2%	4%	5%	6%	8%	7%	7%	5%	4%	5%	6%	6%	3%	5%
			ce										a									
Don't know	202	106	96	27	31	36	65	43	7	35	21	12	11	15	21	31	17	171	9	8	14	202
	12%	15%	10%	10%	9%	8%	17%	23%	7%	16%	11%	9%	9%	16%	16%	13%	12%	12%	12%	7%	18%	12%
		B					ABC	ABCd		Ade				Ae	Ade			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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1368	667	105	94	26	11	28	50	361
83%	87%	88%	80%	72%	92%	87%	81%	77%
	CDH	cDH						
83	36	5	6	3	-	1	7	22
5%	5%	4%	5%	9%	-	3%	11%	5%
							AbH	
202	65	9	18	7	1	3	5	88
12%	9%	7%	16%	18%	8%	10%	8%	19%
			AB	Ab				ABG

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1368	186	368	227	267	110	107	255	666	285	53	1	144	237	48	136	168	1340	19
	83%	84%	82%	82%	87%	85%	79%	86%	84%	82%	72%	100%	79%	81%	76%	79%	82%	84%	46%
					bcF			D	D	D								B	
False	83	14	14	22	10	4	6	18	29	19	10	-	7	11	4	10	11	74	8
	5%	6%	3%	8%	3%	3%	4%	6%	4%	6%	13%	-	4%	4%	6%	6%	5%	5%	19%
		b		BDe				b			ABC							A	
Don't know	202	23	67	29	29	16	23	23	103	42	11	-	32	43	11	25	26	187	14
	12%	10%	15%	10%	10%	12%	17%	8%	13%	12%	15%	-	18%	15%	17%	15%	13%	12%	34%
			acD				acD		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

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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1368	1368	-	-	-	1334	29	1340	16	971	173	945	23	1259	49	126	1241
	83%	83%	-	-	-	84%	52%	83%	55%	82%	85%	82%	65%	86%	57%	82%	83%
						B		B				B		B			
False	83	83	-	-	-	70	13	75	7	52	12	47	7	58	21	9	74
	5%	5%	-	-	-	4%	24%	5%	25%	4%	6%	4%	19%	4%	25%	6%	5%
						A		A				A		A			
Don't know	202	202	-	-	-	189	13	196	6	161	19	156	6	143	15	19	183
	12%	12%	-	-	-	12%	24%	12%	19%	14%	9%	14%	16%	10%	18%	12%	12%
						A				b				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 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1368	1235	15	72	15	5	107	231	334	971	173	167	242	846	125	16
	83%	83%	84%	78%	94%	70%	80%	91%	89%	82%	85%	82%	87%	81%	86%	89%
													a			
False	83	68	2	7	1	2	12	9	11	52	12	10	19	46	8	1
	5%	5%	11%	8%	6%	30%	9%	3%	3%	4%	6%	5%	7%	4%	6%	5%
						AcF	A						a			
Don't know	202	180	1	13	-	-	14	15	31	161	19	27	18	151	12	1
	12%	12%	5%	14%	-	-	11%	6%	8%	14%	9%	13%	6%	14%	8%	6%
										bD		D		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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1402	590	812	229	307	390	327	149	88	194	169	117	101	69	98	194	121	1152	74	106	70	1402
	85%	82%	87%	83%	86%	89%	84%	78%	90%	86%	87%	87%	81%	77%	75%	82%	86%	84%	92%	88%	89%	85%
		A			E	ADE	e		EFGh	fG	FG	FG				g	fG		ae			
False	97	50	47	26	21	22	24	5	1	12	7	6	17	8	12	17	7	85	-	7	5	97
	6%	7%	5%	9%	6%	5%	6%	3%	1%	5%	4%	4%	14%	8%	9%	7%	5%	6%	-	6%	6%	6%
		b		bCE			e			a		ABCDHI		Ac	AC	A	a	B		B	B	B
Don't know	153	77	76	22	31	26	38	36	8	20	17	11	7	13	21	25	13	136	7	7	4	153
	9%	11%	8%	8%	9%	6%	10%	19%	9%	9%	9%	8%	6%	14%	16%	11%	9%	10%	8%	5%	5%	9%
		b					C	ABCD						E	aBcDEi							

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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1402	672	102	97	27	8	25	52	389
85%	88%	86%	82%	76%	67%	78%	83%	83%
	dEH	e						
97	48	6	4	3	3	4	7	21
6%	6%	5%	3%	9%	25%	13%	11%	4%
					ABCH	CH	CH	
153	48	10	17	5	1	3	4	61
9%	6%	9%	14%	15%	8%	10%	6%	13%
			Ag	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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
Significance Level: 90%	Total	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1402	187	398	233	266	110	104	251	679	299	59	1	163	246	54	150	181	1375	18
	85%	84%	89%	84%	87%	85%	77%	85%	85%	86%	80%	100%	89%	84%	86%	87%	88%	86%	44%
		f	cF	f	F	f												B	
False	97	15	22	18	18	4	11	21	44	20	8	-	7	18	2	6	9	86	11
	6%	7%	5%	6%	6%	3%	8%	7%	6%	6%	10%	-	4%	6%	3%	3%	4%	5%	26%
							e				b							A	
Don't know	153	21	30	26	22	16	20	23	75	28	7	-	13	28	7	16	16	140	12
	9%	9%	7%	9%	7%	12%	15%	8%	9%	8%	10%	-	7%	10%	11%	9%	8%	9%	30%
						Bd	BcD											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	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1402	1402	-	-	-	1363	35	1378	17	1007	173	980	28	1293	51	131	1271
	85%	85%	-	-	-	86%	63%	86%	56%	85%	85%	85%	79%	89%	59%	85%	85%
						B		B						B			
False	97	97	-	-	-	88	10	89	5	62	15	57	5	66	24	9	88
	6%	6%	-	-	-	6%	17%	6%	17%	5%	7%	5%	14%	5%	28%	6%	6%
						A		A					A		A		
Don't know	153	153	-	-	-	142	11	144	8	115	16	111	3	100	11	15	138
	9%	9%	-	-	-	9%	19%	9%	27%	10%	8%	10%	8%	7%	13%	10%	9%
						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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
True	1402	1272	13	69	13	7	102	229	329	1007	173	169	240	885	124	16
	85%	86%	71%	75%	82%	100%	77%	90%	87%	85%	85%	82%	86%	85%	86%	89%
		bCF														
False	97	78	2	12	1	-	15	16	19	62	15	15	23	53	9	2
	6%	5%	11%	13%	6%	-	11%	6%	5%	5%	7%	8%	8%	5%	6%	11%
				A			A						a			
Don't know	153	133	3	11	2	-	16	10	28	115	16	20	17	105	12	-
	9%	9%	18%	12%	12%	-	12%	4%	8%	10%	8%	10%	6%	10%	8%	-
								a		d						

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

	Total	Gender		Age					Region								Country					
		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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	571	251	320	93	128	138	136	76	40	88	67	52	41	25	36	64	42	454	34	54	28	571
	35%	35%	34%	34%	36%	31%	35%	40%	41%	39%	34%	39%	32%	28%	28%	27%	30%	33%	43%	45%	36%	35%
								c	fGHi	fGHi		fgH							a	AE		
Fairly confident	888	375	513	156	196	248	192	95	47	112	106	70	73	53	72	147	80	759	36	53	40	888
	54%	52%	55%	56%	55%	57%	50%	50%	48%	49%	55%	53%	58%	59%	55%	62%	57%	55%	45%	44%	51%	54%
				d		D										ABd		bC			C	
Not very confident	76	31	45	14	18	19	24	2	3	14	8	6	6	7	11	8	5	67	5	3	1	76
	5%	4%	5%	5%	5%	4%	6%	1%	3%	6%	4%	4%	5%	7%	8%	3%	4%	5%	6%	2%	2%	5%
				E	E	e	E							h	aH							
Not at all confident	10	5	5	4	1	4	1	-	-	1	1	-	1	-	1	4	1	9	-	-	1	10
	1%	1%	1%	2%	*	1%	*	-	-	*	1%	-	1%	-	1%	2%	1%	1%	-	-	2%	1%
				bd																		
Don't know	108	56	52	10	15	30	36	17	8	12	12	5	5	5	11	13	13	85	5	11	7	108
	7%	8%	6%	4%	4%	7%	9%	9%	9%	5%	6%	4%	4%	6%	8%	6%	9%	6%	6%	9%	9%	7%
		b				ab	AB	AB								de						
<b>Nets</b>																						
Confident	1459	626	833	249	325	386	328	171	86	199	173	122	113	78	108	211	122	1213	71	107	69	1459
	88%	87%	89%	90%	91%	88%	85%	90%	89%	88%	89%	92%	90%	87%	83%	89%	87%	88%	87%	89%	88%	88%
				D	D						g	G	g			g						
Not confident	86	35	51	18	19	23	24	2	3	15	9	6	7	7	12	11	6	75	5	3	3	86
	5%	5%	5%	6%	5%	5%	6%	1%	3%	7%	5%	4%	5%	7%	9%	5%	4%	5%	6%	2%	3%	5%
				E	E	E	E								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

**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
	a	b	c	d	e	f	g	h
	A	B	C	D	E	F	G	H
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
571	246	50	38	13	2	10	25	173
35%	32%	42%	32%	36%	15%	31%	40%	37%
		Ae						a
888	441	58	67	17	8	20	32	233
54%	57%	49%	57%	49%	67%	63%	52%	49%
	bH							
76	36	7	3	3	1	2	1	22
5%	5%	6%	3%	9%	9%	6%	2%	5%
				cg				
10	7	-	-	1	-	-	1	-
1%	1%	-	-	3%	-	-	2%	-
	H			bcH			H	
108	38	4	10	1	1	-	3	43
7%	5%	4%	8%	3%	8%	-	5%	9%
			f					ABf
1459	687	107	105	30	10	30	57	406
88%	90%	91%	89%	85%	83%	94%	92%	86%
	h							
86	43	7	3	4	1	2	2	22
5%	6%	6%	3%	12%	9%	6%	3%	5%
				Cgh				

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

		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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	571	55	155	79	114	53	53	117	250	123	24	-	67	103	22	55	62	560	7
	35%	25%	35%	29%	37%	41%	39%	40%	31%	35%	32%	-	37%	35%	35%	32%	30%	35%	17%
			Ac		AC	AC	AC		B									B	
Fairly confident	888	124	248	168	165	64	69	154	452	181	40	-	100	151	33	99	114	863	21
	54%	56%	55%	61%	54%	50%	51%	52%	57%	52%	54%	-	54%	52%	53%	58%	55%	54%	50%
				dEf															
Not very confident	76	22	17	12	10	11	1	12	36	22	3	1	6	12	-	4	10	66	9
	5%	10%	4%	4%	3%	8%	1%	4%	4%	6%	4%	100%	3%	4%	-	2%	5%	4%	21%
			BCDF	f		BDF											c		A
Not at all confident	10	2	4	1	-	-	1	1	6	1	-	-	-	-	1	-	1	9	1
	1%	1%	1%	*	-	-	1%	*	1%	*	-	-	-	-	2%	-	*	1%	2%
			d												aB				
Don't know	108	20	26	17	18	2	12	10	55	19	7	-	11	26	7	13	19	103	4
	7%	9%	6%	6%	6%	2%	9%	3%	7%	6%	10%	-	6%	9%	11%	8%	9%	6%	9%
		bE	e	E	e		E		A		A								
<b>Nets</b>																			
Confident	1459	179	403	247	278	117	122	272	702	304	64	-	167	254	55	154	176	1422	28
	88%	80%	90%	89%	91%	90%	90%	92%	88%	88%	86%	-	91%	87%	88%	90%	86%	89%	67%
			A	A	A	A	A	bc					e					B	
Not confident	86	23	21	13	10	11	2	13	42	23	3	1	6	12	1	4	11	75	10
	5%	11%	5%	5%	3%	8%	1%	4%	5%	7%	4%	100%	3%	4%	2%	2%	5%	5%	24%
			BCDF	f		DF													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	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Pres cription 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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	571	571	-	-	-	564	5	567	1	391	67	389	4	571	-	56	514
	35%	35%	-	-	-	35%	9%	35%	3%	33%	33%	34%	10%	39%	-	36%	34%
						B		B				B		B			
Fairly confident	888	888	-	-	-	860	26	867	13	646	114	627	16	888	-	89	799
	54%	54%	-	-	-	54%	46%	54%	44%	55%	56%	55%	44%	61%	-	58%	53%
														B			
Not very confident	76	76	-	-	-	59	17	63	12	54	10	46	11	-	76	5	70
	5%	5%	-	-	-	4%	30%	4%	41%	5%	5%	4%	30%	-	88%	3%	5%
						A		A				A		A			
Not at all confident	10	10	-	-	-	6	4	7	2	8	3	6	2	-	10	1	9
	1%	1%	-	-	-	*	8%	*	8%	1%	1%	1%	5%	-	12%	1%	1%
						A		A				A		A			
Don't know	108	108	-	-	-	103	4	107	1	85	10	81	4	-	-	3	105
	7%	7%	-	-	-	6%	7%	7%	3%	7%	5%	7%	11%	-	-	2%	7%
																A	
<b>Nets</b>																	
Confident	1459	1459	-	-	-	1425	31	1435	14	1037	182	1016	20	1459	-	145	1314
	88%	88%	-	-	-	89%	56%	89%	48%	88%	89%	88%	54%	100%	-	94%	88%
						B		B				B		B		B	
Not confident	86	86	-	-	-	65	21	70	14	62	13	52	13	-	86	6	80
	5%	5%	-	-	-	4%	37%	4%	49%	5%	6%	5%	35%	-	100%	4%	5%
						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		
		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%	Total	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Very confident	571	520	5	29	5	2	41	85	138	391	67	71	113	341	52	6
	35%	35%	27%	32%	32%	28%	31%	34%	37%	33%	33%	35%	41% Ab	33%	36%	33%
Fairly confident	888	799	9	51	7	5	72	150	198	646	114	108	145	568	77	11
	54%	54%	49%	55%	43%	72%	54%	59%	53%	55%	56%	53%	52%	54%	53%	62%
Not very confident	76	63	2	7	3	-	12	12	20	54	10	10	10	49	8	-
	5%	4%	11%	8%	18% A	-	9% A	5%	5%	5%	5%	5%	4%	5%	5%	-
Not at all confident	10	7	-	1	1	-	2	1	2	8	3	-	2	6	2	-
	1%	*	-	1%	6% A	-	1%	*	1%	1%	1% c	-	1%	1%	1%	-
Don't know	108	95	2	4	-	-	6	6	18	85	10	16	8	79	6	1
	7%	6%	13%	4%	-	-	5%	2%	5%	7% D	5%	8% D	3%	8%	4%	6%
<b>Nets</b>																
Confident	1459	1318	14	80	12	7	113	236	336	1037	182	179	259	909	129	17
	88%	89% bd	76%	87%	76%	100%	85%	92%	89%	88%	89%	87%	92% Ac	87%	89%	94%
Not confident	86	70	2	8	4	-	14	13	22	62	13	10	13	55	10	-
	5%	5%	11%	9% a	24% Ac	-	10% A	5%	6%	5%	6%	5%	5%	5%	7%	-

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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ensuring opticians are properly trained	1503	640	863	251	322	402	359	169	91	212	180	121	114	78	109	212	129	1245	71	115	72	1503
	91%	89%	92%	91%	90%	92%	92%	89%	93%	94%	93%	90%	91%	87%	83%	90%	91%	91%	88%	95%	92%	91%
			A						G	FG	fG	g	G			g	G			abe		
Keeping a register of opticians who are allowed to practice	1494	637	856	249	323	406	353	163	89	208	183	120	113	77	117	212	126	1244	70	110	69	1494
	90%	89%	92%	90%	90%	93%	91%	86%	91%	92%	94%	90%	90%	86%	89%	90%	89%	91%	86%	92%	88%	90%
			a			E	e			f	Fghi											
Investigating complaints against opticians regarding the standard of care	1454	612	841	241	324	389	344	156	92	202	179	115	109	79	113	205	120	1214	66	108	66	1454
	88%	85%	90%	87%	90%	89%	89%	82%	94%	89%	92%	86%	87%	88%	86%	87%	85%	88%	82%	90%	84%	88%
			A		E	E	E		deghi		dghi							b		b	b	
Taking disciplinary action if opticians do not meet the required standards	1431	608	823	240	312	390	333	156	87	201	179	112	106	76	111	199	124	1195	67	106	63	1431
	87%	85%	88%	87%	87%	89%	86%	82%	89%	89%	92%	84%	85%	85%	85%	84%	88%	87%	82%	89%	80%	87%
			a			E					DEFGH											
Setting standards for the businesses where opticians work	1266	523	743	223	279	333	301	130	81	164	158	102	100	66	101	170	115	1055	60	89	62	1266
	77%	73%	79%	81%	78%	76%	77%	68%	83%	73%	81%	76%	80%	73%	77%	72%	81%	77%	74%	74%	78%	77%
			A	E	E	E	E		bH		BH						bH					
Setting standards for individual opticians	1250	525	725	197	276	326	310	142	80	171	149	103	97	57	100	174	107	1039	57	97	57	1250
	76%	73%	77%	71%	77%	74%	80%	75%	82%	76%	77%	77%	78%	64%	76%	74%	76%	76%	70%	81%	73%	76%
			a		a	Ac			F	F	F	F	F		F	f	F			b		
Raising awareness of how to look after the health of your eyes	1217	512	705	192	248	322	303	152	77	176	138	99	89	58	87	173	104	1001	64	87	65	1217
	74%	71%	75%	69%	69%	74%	78%	80%	79%	78%	71%	74%	71%	65%	66%	73%	74%	73%	79%	73%	83%	74%
			a				AB	AB	FG	FG											ae	
Providing information for consumers eg about what to expect from an optician	1209	513	696	192	263	325	289	140	75	159	144	98	92	61	95	166	108	998	55	94	62	1209
	73%	72%	74%	69%	73%	74%	74%	73%	77%	70%	74%	73%	73%	67%	73%	70%	77%	73%	68%	79%	79%	73%
																				b		
Not Stated	50	26	24	10	12	15	6	7	5	5	1	6	3	3	6	9	4	42	5	2	1	50
	3%	4%	3%	4%	3%	3%	2%	4%	5%	2%	*	4%	2%	3%	5%	4%	3%	3%	7%	1%	1%	3%
						d			C			C		C	C	C	c		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

## 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	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	1656	778	120	122	33	12	32	63	461
Weighted Total	1653	768	118	118	35	11	32	62	471
	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ensuring opticians are properly trained	1503	705	110	107	27	10	29	56	434
	91%	92%	93%	90%	76%	83%	90%	89%	92%
		D	D	D				d	D
Keeping a register of opticians who are allowed to practice	1494	709	112	109	27	10	27	55	419
	90%	92%	95%	92%	76%	83%	84%	89%	89%
		Dfh	DFh	D				d	D
Investigating complaints against opticians regarding the standard of care	1454	689	107	104	28	10	29	53	408
	88%	90%	91%	88%	78%	83%	90%	86%	86%
		Dh	d						
Taking disciplinary action if opticians do not meet the required standards	1431	679	110	103	25	9	28	54	401
	87%	88%	93%	87%	70%	75%	87%	86%	85%
		Dh	DEH	D				d	D
Setting standards for the businesses where opticians work	1266	605	95	92	24	10	28	49	343
	77%	79%	80%	78%	68%	83%	87%	79%	73%
		H					dh		
Setting standards for individual opticians	1250	590	85	86	19	10	26	51	363
	76%	77%	72%	73%	54%	83%	81%	83%	77%
		D	D	D		d	D	D	D
Raising awareness of how to look after the health of your eyes	1217	555	89	81	23	8	25	44	370
	74%	72%	75%	69%	64%	66%	78%	71%	78%
									ACd
Providing information for consumers eg about what to expect from an optician	1209	565	90	83	21	8	28	45	349
	73%	74%	76%	70%	60%	66%	87%	72%	74%
		d	d				acDg		d
Not Stated	50	17	2	5	3	-	3	4	10
	3%	2%	2%	4%	9%	-	10%	6%	2%
					ABH		ABH	ah	

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ensuring opticians are properly trained	1503	202	411	252	286	118	115	273	729	318	65	1	167	264	60	151	183	1461	32
	91%	91%	91%	91%	94%	91%	85%	92%	91%	92%	88%	100%	91%	91%	95%	88%	89%	91%	78%
		f	F	f	F													B	
Keeping a register of opticians who are allowed to practice	1494	207	419	251	277	116	107	269	731	317	60	1	172	265	55	156	189	1455	30
	90%	93%	93%	91%	91%	89%	79%	91%	92%	92%	81%	100%	94%	91%	87%	91%	92%	91%	72%
		F	F	F	F	F		D	D	D			c					B	
Investigating complaints against opticians regarding the standard of care	1454	198	413	235	270	114	108	261	710	314	60	1	165	253	54	148	180	1415	29
	88%	89%	92%	85%	88%	88%	79%	88%	89%	91%	81%	100%	90%	87%	86%	86%	88%	88%	70%
		F	CF		F	f		d	D	D								B	
Taking disciplinary action if opticians do not meet the required standards	1431	189	402	238	271	115	102	257	704	301	62	1	168	255	57	153	179	1398	25
	87%	85%	90%	86%	89%	89%	75%	87%	88%	87%	84%	100%	92%	88%	91%	89%	87%	87%	60%
		F	aF	F	F	F												B	
Setting standards for the businesses where opticians work	1266	165	343	200	245	111	102	240	598	278	51	-	145	221	42	130	158	1234	25
	77%	74%	76%	72%	80%	85%	75%	81%	75%	80%	69%	-	79%	76%	67%	76%	77%	77%	60%
					C	ABCf		BD		bD			c					B	
Setting standards for individual opticians	1250	163	331	201	247	104	104	224	602	261	55	1	143	221	46	130	145	1218	23
	76%	73%	74%	72%	81%	80%	77%	76%	75%	75%	75%	100%	78%	76%	73%	76%	71%	76%	55%
					ABC								e					B	
Raising awareness of how to look after the health of your eyes	1217	158	322	189	242	105	99	225	553	273	57	-	141	205	41	132	140	1184	25
	74%	71%	72%	68%	79%	81%	73%	76%	69%	79%	77%	-	77%	70%	66%	77%	68%	74%	60%
					ABC	ABC		B		B			ce			ce		B	
Providing information for consumers eg about what to expect from an optician	1209	163	332	187	233	101	98	229	570	262	52	-	141	214	43	129	141	1177	24
	73%	73%	74%	67%	76%	77%	72%	78%	71%	76%	70%	-	77%	73%	69%	75%	69%	74%	59%
			c		C	C		B					e					B	
Not Stated	50	4	8	12	5	4	10	4	27	9	1	-	6	6	-	3	6	48	3
	3%	2%	2%	4%	2%	3%	8%	1%	3%	3%	1%	-	3%	2%	-	2%	3%	3%	7%
				aBD			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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ensuring opticians are properly trained	1503	1503	-	-	-	1452	47	1470	22	1076	183	1047	30	1363	63	133	1370
	91%	91%	-	-	-	91%	84%	91%	73%	91%	90%	91%	83%	93%	73%	86%	91%
						b		B						B		A	
Keeping a register of opticians who are allowed to practice	1494	1494	-	-	-	1444	45	1464	22	1079	183	1048	30	1355	64	129	1365
	90%	90%	-	-	-	91%	81%	91%	73%	91%	90%	91%	84%	93%	75%	84%	91%
						B		B						B		A	
Investigating complaints against opticians regarding the standard of care	1454	1454	-	-	-	1408	42	1425	20	1044	189	1016	29	1324	57	131	1323
	88%	88%	-	-	-	88%	75%	88%	66%	88%	93%	89%	82%	91%	67%	85%	88%
						B		B		a				B			
Taking disciplinary action if opticians do not meet the required standards	1431	1431	-	-	-	1389	38	1408	16	1037	179	1008	28	1307	48	129	1302
	87%	87%	-	-	-	87%	68%	87%	55%	88%	88%	88%	78%	90%	55%	83%	87%
						B		B				b		B			
Setting standards for the businesses where opticians work	1266	1266	-	-	-	1229	34	1239	18	899	162	873	24	1164	44	119	1147
	77%	77%	-	-	-	77%	60%	77%	62%	76%	79%	76%	67%	80%	51%	77%	77%
						B		b						B			
Setting standards for individual opticians	1250	1250	-	-	-	1211	35	1229	16	904	156	879	26	1150	43	114	1136
	76%	76%	-	-	-	76%	63%	76%	54%	76%	77%	77%	73%	79%	50%	74%	76%
						B		B						B			
Raising awareness of how to look after the health of your eyes	1217	1217	-	-	-	1182	32	1194	14	861	136	836	23	1115	44	99	1118
	74%	74%	-	-	-	74%	56%	74%	49%	73%	67%	73%	64%	76%	51%	64%	75%
						B		B		b				B		A	
Providing information for consumers eg about what to expect from an optician	1209	1209	-	-	-	1181	25	1189	12	865	153	848	21	1119	40	111	1098
	73%	73%	-	-	-	74%	45%	74%	40%	73%	75%	74%	59%	77%	46%	72%	73%
						B		B				B		B			
Not Stated	50	50	-	-	-	45	6	45	4	38	5	36	2	24	10	7	43
	3%	3%	-	-	-	3%	10%	3%	13%	3%	3%	3%	5%	2%	11%	5%	3%
						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

	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Ensuring opticians are properly trained	1503	1357	15	83	14	6	118	229	346	1076	183	178	259	950	130	15
	91%	92%	82%	90%	86%	84%	88%	90%	92%	91%	90%	87%	93%	91%	90%	84%
										c			C			
Keeping a register of opticians who are allowed to practice	1494	1351	14	84	13	7	118	228	351	1079	183	176	253	954	126	16
	90%	91%	76%	91%	81%	100%	89%	89%	93%	91%	90%	86%	91%	91%	87%	89%
		B		b				a		C						
Investigating complaints against opticians regarding the standard of care	1454	1313	14	81	16	6	117	234	340	1044	189	175	247	915	133	16
	88%	89%	76%	88%	100%	84%	88%	92%	90%	88%	93%	85%	88%	88%	92%	88%
				B							aC					
Taking disciplinary action if opticians do not meet the required standards	1431	1291	14	82	15	7	118	226	339	1037	179	167	238	911	126	15
	87%	87%	76%	89%	94%	100%	89%	88%	90%	88%	88%	82%	85%	87%	87%	83%
				d						C						
Setting standards for the businesses where opticians work	1266	1138	13	76	10	6	105	211	302	899	162	156	222	783	116	16
	77%	77%	72%	83%	63%	86%	79%	83%	80%	76%	79%	76%	79%	75%	80%	89%
				d												
Setting standards for individual opticians	1250	1136	11	67	11	7	96	202	280	904	156	144	211	796	111	13
	76%	77%	60%	73%	70%	100%	72%	79%	74%	76%	77%	71%	75%	76%	77%	73%
				b						c						
Raising awareness of how to look after the health of your eyes	1217	1095	11	69	15	4	99	185	276	861	136	155	215	766	95	13
	74%	74%	60%	75%	95%	56%	74%	73%	73%	73%	67%	76%	77%	73%	66%	73%
				aBcEf						b		B	B	b		
Providing information for consumers eg about what to expect from an optician	1209	1087	14	67	13	6	100	189	275	865	153	144	212	758	112	12
	73%	73%	77%	73%	81%	86%	75%	74%	73%	73%	75%	71%	76%	73%	77%	66%
Not Stated	50	41	2	2	-	-	4	6	8	38	5	7	4	34	5	-
	3%	3%	13%	2%	-	-	3%	2%	2%	3%	3%	3%	1%	3%	4%	-
			ACf													

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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	155	104	50	48	47	21	12	26	8	29	12	18	13	7	20	16	7	130	8	11	6	155
	9%	15%	5%	17%	13%	5%	3%	14%	9%	13%	6%	13%	10%	8%	15%	7%	5%	9%	10%	9%	7%	9%
		B		CD	CD		CD			CHI		CHI	i		CfHI							
Other	37	15	22	8	8	7	10	3	-	4	6	1	5	1	7	7	3	34	1	2	-	37
	2%	2%	2%	3%	2%	2%	3%	2%	-	2%	3%	1%	4%	1%	5%	3%	2%	2%	1%	2%	-	2%
											a		ad		AbD	a						
Don't know	1461	598	863	221	303	411	366	161	89	193	175	115	107	82	104	213	131	1210	71	108	73	1461
	88%	83%	92%	80%	85%	94%	94%	85%	91%	85%	91%	86%	86%	91%	79%	91%	93%	88%	88%	90%	93%	88%
			A			ABE	ABE		G		G			G		bG	BdeG					

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

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	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	155	75	14	7	10	-	6	37
	9%	10%	12%	6%	28%	-	19%	8%
				ABCEGH		aCH		
Other	37	21	1	1	-	-	2	11
	2%	3%	1%	1%	-	-	3%	2%
Don't know	1461	672	103	110	26	11	26	424
	88%	87%	87%	93%	72%	100%	81%	90%
		D	D	aDF		D	D	D

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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	155	17	57	30	25	7	14	26	75	36	7	-	13	40	6	20	24	144	8
	9%	8%	13%	11%	8%	6%	10%	9%	9%	10%	10%	-	7%	14%	9%	12%	12%	9%	20%
			adE	e										A				A	
Other	37	6	14	6	4	3	3	6	21	7	1	-	10	8	2	7	4	36	1
	2%	3%	3%	2%	1%	2%	2%	2%	3%	2%	1%	-	5%	3%	3%	4%	2%	2%	2%
													e						
Don't know	1461	199	379	242	277	120	119	263	703	303	66	1	160	244	55	144	177	1420	32
	88%	90%	84%	87%	90%	92%	88%	89%	88%	88%	89%	100%	88%	84%	87%	84%	86%	89%	78%
		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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	155	155	-	-	-	148	6	146	8	117	28	121	2	145	6	155	-
	9%	9%	-	-	-	9%	11%	9%	27%	10%	14%	11%	6%	10%	7%	100%	-
									A		a					B	
Other	37	37	-	-	-	35	2	35	1	23	8	25	-	33	3	-	37
	2%	2%	-	-	-	2%	4%	2%	3%	2%	4%	2%	-	2%	4%	-	2%
											a						a
Don't know	1461	1461	-	-	-	1410	48	1431	20	1045	168	1003	34	1281	76	-	1461
	88%	88%	-	-	-	89%	86%	89%	69%	88%	82%	87%	94%	88%	89%	-	98%
								B		B							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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
General Optical Council or GOC	155	132	2	12	3	1	18	48	38	117	28	16	19	104	18	2
	9%	9%	11%	13%	19%	14%	14%	19%	10%	10%	14%	8%	7%	10%	13%	12%
							a	B			acD					
Other	37	28	1	5	1	-	7	10	10	23	8	6	7	19	6	-
	2%	2%	6%	5%	6%	-	5%	4%	3%	2%	4%	3%	3%	2%	4%	-
				A			A				a				a	
Don't know	1461	1323	15	75	12	6	108	196	328	1045	168	182	254	919	121	15
	88%	89%	83%	81%	75%	86%	81%	77%	87%	88%	82%	89%	91%	88%	83%	88%
		CdF							A	B		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	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	1505	616	889	221	302	446	400	136	90	199	183	116	113	84	112	223	134	1254	73	111	67	1505
Weighted Total	1498	613	885	229	311	417	376	165	89	197	181	116	112	83	111	220	134	1243	73	110	73	1498
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	211	85	126	14	43	53	74	26	12	35	20	16	22	11	13	28	19	177	8	21	5	211
	14%	14%	14%	6%	14%	13%	20%	16%	13%	18%	11%	14%	20%	13%	12%	13%	14%	14%	10%	19%	7%	14%
					A	A	ABC	A		c			C					d		D		d
No	1241	505	736	209	255	354	291	132	73	156	159	99	87	71	95	186	107	1033	63	81	63	1241
	83%	82%	83%	91%	82%	85%	77%	80%	82%	79%	87%	85%	78%	86%	86%	84%	80%	83%	87%	74%	87%	83%
				BCDE		D					BEi							C	C		C	C
Don't know	47	23	23	5	14	10	11	7	4	6	3	1	3	1	2	6	7	33	2	7	5	47
	3%	4%	3%	2%	4%	2%	3%	4%	5%	3%	2%	1%	3%	1%	2%	3%	5%	3%	2%	7%	6%	3%
									d								cD			AE		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

#### 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.	Stu dent	Unemp (<6m)	Unemp (>6m)	Home maker
		a	b	c	d	e	f	g
		A	B	C	D	E	F	G
Unweighted Total	1505	703	106	115	24	12	26	58
Weighted Total	1498	693	104	111	26	11	26	57
	100%	100%	100%	100%	100%	100%	100%	100%
Yes	211	88	16	11	1	2	3	4
	14%	13%	15%	10%	4%	17%	11%	7%
								ACdG
No	1241	583	88	96	24	10	21	52
	83%	84%	84%	86%	92%	83%	81%	92%
		H		h				H
Don't know	47	21	1	5	1	-	2	1
	3%	3%	1%	4%	4%	-	8%	2%
				h			BH	

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1505	209	394	250	282	123	121	264	733	315	67	1	174	253	57	150	182	1462	34
Weighted Total	1498	205	393	248	281	123	122	269	723	310	67	1	170	252	57	152	181	1456	33
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	211	40	54	23	41	21	17	36	106	50	7	1	23	41	3	24	28	209	1
	14%	19%	14%	9%	15%	17%	14%	14%	15%	16%	10%	100%	13%	16%	5%	16%	16%	14%	3%
		bC			c	C							c	C		c	C	b	
No	1241	160	328	218	231	100	100	227	596	249	59	-	143	206	52	124	143	1202	31
	83%	78%	84%	88%	82%	81%	82%	84%	82%	80%	88%	-	84%	82%	91%	82%	79%	83%	94%
			a	Adef											bdE			a	
Don't know	47	6	11	6	9	2	5	6	21	11	1	-	5	4	2	4	9	46	1
	3%	3%	3%	3%	3%	2%	4%	2%	3%	3%	1%	-	3%	2%	3%	3%	5%	3%	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	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not conf ident	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	1505	1505	-	-	-	1451	51	1473	21	1079	176	1038	35	1318	81	-	1505
Weighted Total	1498	1498	-	-	-	1445	50	1465	21	1067	176	1027	34	1314	80	-	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	-	100%
Yes	211	211	-	-	-	206	3	207	-	165	25	152	4	192	9	-	211
	14%	14%	-	-	-	14%	6%	14%	-	15%	14%	15%	11%	15%	11%	-	14%
						b		b									
No	1241	1241	-	-	-	1194	46	1212	20	869	145	844	28	1084	70	-	1241
	83%	83%	-	-	-	83%	92%	83%	95%	81%	83%	82%	83%	83%	88%	-	83%
						a											
Don't know	47	47	-	-	-	46	1	46	1	34	5	31	2	38	1	-	47
	3%	3%	-	-	-	3%	2%	3%	5%	3%	3%	3%	6%	3%	1%	-	3%

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			
		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%	Total	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	1505	1359	16	80	13	6	115	205	340	1079	176	190	256	949	127	16
Weighted Total	1498	1351	16	80	13	6	115	206	338	1067	176	188	261	938	127	15
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	211	195	-	12	1	-	13	28	36	165	25	32	28	138	18	7
	14%	14%	-	15%	8%	-	11%	14%	11%	15%	14%	17%	11%	15%	14%	44%
										d		d				AB
No	1241	1121	16	66	11	5	98	170	292	869	145	150	225	769	106	9
	83%	83%	100%	83%	85%	84%	85%	82%	86%	81%	83%	80%	86%	82%	83%	56%
			ac										ac	C	C	
Don't know	47	35	-	2	1	1	4	8	10	34	5	6	7	31	3	-
	3%	3%	-	3%	8%	16%	3%	4%	3%	3%	3%	3%	3%	3%	3%	-
					Ac											

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	717	717	-	109	156	179	176	98	40	98	80	62	57	42	63	93	54	589	35	57	37	717
	43%	100%	-	39%	44%	41%	45%	51%	41%	43%	41%	46%	45%	47%	48%	40%	39%	43%	43%	47%	47%	43%
		B						AC														
Female	936	-	936	169	202	259	213	93	58	128	114	72	68	48	68	143	86	785	46	64	42	936
	57%	-	100%	61%	56%	59%	55%	49%	59%	57%	59%	54%	55%	53%	52%	60%	61%	57%	57%	53%	53%	57%
		A		E		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

### A. Gender

Base: All respondents

Total	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	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
Male	717	341	29	59	18	6	1	35
	43%	44%	25%	50%	50%	49%	3%	56%
		BF	F	BF	BF	bF	aBF	BF
Female	936	427	89	60	18	6	31	28
	57%	56%	75%	50%	50%	51%	97%	44%
		g	ACDeGH			ABCDEGH		

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
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		1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total		1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male		717	107	227	99	128	38	65	149	320	143	42	1	73	148	26	63	72	690	25
		43%	48%	51%	36%	42%	29%	48%	51%	40%	41%	57%	100%	40%	51%	42%	37%	35%	43%	60%
			CE	CDE		E	CE	BC			BC				ADE				A	
Female		936	116	222	178	178	93	71	146	478	203	32	-	110	144	36	108	133	911	17
		57%	52%	49%	64%	58%	71%	52%	49%	60%	59%	43%	-	60%	49%	58%	63%	65%	57%	40%
					ABF	B	ABDF			AD	AD			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 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
1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
717	717	-	-	-	695	19	696	12	498	67	494	11	626	35	104	613
43%	43%	-	-	-	44%	33%	43%	41%	42%	33%	43%	31%	43%	41%	67%	41%
									B						B	
936	936	-	-	-	898	37	915	17	686	137	654	25	833	51	50	885
57%	57%	-	-	-	56%	67%	57%	59%	58%	67% A	57%	69%	57%	59%	33%	59% 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Male	717	646	5	41	6	2	54	94	150	498	67	94	127	458	48	6
	43%	44%	27%	44%	39%	28%	40%	37%	40%	42%	33%	46%	45%	44%	33%	34%
										B		B	B	B		
Female	936	837	13	51	10	5	79	161	226	686	137	110	153	585	96	12
	57%	56%	73%	56%	61%	72%	60%	63%	60%	58%	67%	54%	55%	56%	67%	66%
											ACD				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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
18-29	277	109	169	277	-	-	-	-	9	39	41	21	25	11	22	35	19	223	16	23	15	277
	17%	15%	18%	100%	-	-	-	-	9%	17%	21%	16%	20%	12%	17%	15%	14%	16%	20%	19%	20%	17%
				BCDE						a	Afhi		A		a							
30-44	358	156	202	-	358	-	-	-	20	48	36	33	35	16	37	48	26	298	16	26	17	358
	22%	22%	22%	-	100%	-	-	-	21%	21%	18%	24%	28%	18%	28%	20%	18%	22%	20%	22%	22%	22%
				ACDE									ci		Cfhi							
45-59	439	179	259	-	-	439	-	-	34	51	60	32	24	29	46	66	30	371	20	31	17	439
	27%	25%	28%	-	-	100%	-	-	34%	22%	31%	24%	19%	32%	35%	28%	21%	27%	25%	25%	21%	27%
				ABDE					BdEI		BEI			bEi	BDEI	e						
60-74	388	176	213	-	-	-	388	-	21	58	38	27	31	24	19	61	42	322	20	27	20	388
	23%	25%	23%	-	-	-	100%	-	21%	26%	19%	20%	25%	27%	14%	26%	30%	23%	25%	22%	26%	23%
				ABCE					G				G	G	G	CdG						
75+	191	98	93	-	-	-	-	191	14	30	18	21	10	9	7	25	24	159	9	14	9	191
	12%	14%	10%	-	-	-	-	100%	14%	13%	10%	16%	8%	10%	5%	11%	17%	12%	11%	11%	11%	12%
		B					ABCD		G	G		eG			g	CEGh						

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

Total	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	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
18-29	277	169	24	17	34	4	8	5
	17%	22%	20%	14%	97%	35%	25%	13%
	cH	H	H	ABCEFGH	cgH	H	H	
30-44	358	257	27	25	1	13	22	8
	22%	33%	23%	21%	3%	-	42%	35%
	BCDEH	DeH	DeH			BCDEH	bCDEH	
45-59	439	273	41	44	-	5	10	31
	27%	36%	35%	37%	-	40%	30%	44%
	DH	DH	DH			DH	DH	
60-74	388	63	24	30	-	3	1	3
	23%	8%	20%	26%	-	25%	3%	4%
	d	ADFG	ADFG		ADFG			ABCDEFG
75+	191	7	2	2	-	-	-	2
	12%	1%	2%	2%	-	-	-	4%
							A	ABCDEFG

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

## General Optical Council

## B. Age

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 degen eration	Cataracts	Astigmatism	Confid ent	Not confid ent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
18-29	277	31	75	49	45	24	16	73	138	35	10	1	22	45	6	20	34	265	9
	17%	14%	17%	18%	15%	18%	12%	25%	17%	10%	14%	100%	12%	15%	10%	12%	16%	17%	22%
								BCD	C										
30-44	358	41	124	66	60	26	27	81	185	61	9	-	35	56	10	25	57	343	11
	22%	19%	28%	24%	20%	20%	20%	27%	23%	18%	12%	-	19%	19%	16%	14%	28%	21%	28%
			ADef					CD	CD								ABcD		
45-59	439	73	116	76	84	27	38	48	231	112	19	-	55	72	16	33	63	426	9
	27%	33%	26%	28%	27%	21%	28%	16%	29%	33%	25%	-	30%	25%	25%	19%	31%	27%	22%
			bE						A	A	a		D				D		
60-74	388	59	86	64	79	41	28	51	191	95	18	-	49	74	17	53	37	378	9
	23%	26%	19%	23%	26%	31%	20%	17%	24%	27%	24%	-	27%	25%	27%	31%	18%	24%	22%
			B		B	BcF			A	A			E	e		E			
75+	191	18	49	23	38	12	27	41	54	42	18	-	23	44	14	41	15	188	2
	12%	8%	11%	8%	12%	9%	20%	14%	7%	12%	25%	-	12%	15%	22%	24%	7%	12%	6%
					c	ABCDE		B		B	ABC		e	E	aE	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 conf ident	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
1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
277	277	-	-	-	264	13	266	9	154	54	155	4	249	18	48	229
17%	17%	-	-	-	17%	24%	17%	32%	13%	27%	14%	12%	17%	21%	31%	15%
								A		A					B	
358	358	-	-	-	347	10	348	9	253	74	252	5	325	19	47	311
22%	22%	-	-	-	22%	18%	22%	31%	21%	37%	22%	14%	22%	22%	30%	21%
										A					B	
439	439	-	-	-	424	14	430	4	342	45	324	13	386	23	21	417
27%	27%	-	-	-	27%	25%	27%	13%	29%	22%	28%	36%	26%	26%	14%	28%
							b		B						A	
388	388	-	-	-	372	15	383	5	294	25	282	10	328	24	12	376
23%	23%	-	-	-	23%	27%	24%	16%	25%	12%	25%	28%	22%	28%	8%	25%
									B						A	
191	191	-	-	-	186	3	185	2	141	5	135	3	171	2	26	165
12%	12%	-	-	-	12%	6%	11%	8%	12%	2%	12%	10%	12%	3%	17%	11%
									B				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 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
1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
277	218	7	32	6	3	49	67	86	154	54	23	92	124	37	2
17%	15%	41%	35%	38%	42%	37%	26%	23%	13%	27%	11%	33%	12%	26%	11%
		A	A	A	A	A				AC		AC		A	
358	304	4	38	2	3	47	141	146	253	74	20	84	205	52	1
22%	21%	22%	41%	13%	42%	35%	55%	39%	21%	37%	10%	30%	20%	36%	6%
			AD			Ad	B		C	AC		AC		AC	
439	407	7	14	5	-	26	39	127	342	45	69	38	304	33	5
27%	27%	37%	16%	30%	-	19%	15%	34%	29%	22%	34%	14%	29%	23%	27%
	CF	Cef						A	BD	D	BD		b		
388	374	-	8	2	-	9	7	11	294	25	64	41	273	20	8
23%	25%	-	8%	11%	-	7%	3%	3%	25%	12%	31%	15%	26%	14%	43%
	BCF								BD		ABD		B		B
191	180	-	-	1	1	2	1	6	141	5	29	23	136	3	2
12%	12%	-	-	7%	16%	2%	*	2%	12%	2%	14%	8%	13%	2%	13%
	CF			C	bCF				Bd		BD	B	B		B

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

Base: All respondents

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	Gender		Age					Region								Country					
		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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Wales	81	35	46	16	16	20	20	9	-	-	-	-	-	-	-	-	-	-	81	-	-	81
	5%	5%	5%	6%	5%	5%	5%	5%	-	-	-	-	-	-	-	-	-	-	100%	-	-	5%
																		ACDE				ACd
Scotland	120	57	64	23	26	31	27	14	-	-	-	-	-	-	-	-	-	-	-	120	-	120
	7%	8%	7%	8%	7%	7%	7%	7%	-	-	-	-	-	-	-	-	-	-	-	100%	-	7%
																			ABDE			ABD
Northern Ireland	78	37	42	15	17	17	20	9	-	-	-	-	-	-	-	-	-	-	-	-	78	78
	5%	5%	4%	6%	5%	4%	5%	5%	-	-	-	-	-	-	-	-	-	-	-	-	100%	5%
																				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	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
North East	98	45	6	7	1	-	3	31
	6%	6%	5%	6%	3%	-	9%	6%
North West	226	99	13	12	7	1	6	77
	14%	13%	11%	10%	20%	8%	18%	16%
								ac
Yorkshire & Humber	193	89	14	19	2	4	4	49
	12%	12%	12%	16%	6%	35%	13%	10%
					ABDgH			
East Midlands	133	60	9	10	2	-	5	41
	8%	8%	8%	8%	6%	-	16%	9%
West Midlands	125	60	4	11	1	3	3	30
	8%	8%	3%	9%	3%	25%	9%	16%
		b	b		ABcDH		ABdH	
East of England	90	40	13	6	1	-	3	26
	5%	5%	11%	5%	3%	-	10%	5%
		g	AcGH	g			G	g
London	131	82	6	10	2	-	3	17
	8%	11%	5%	8%	6%	-	9%	11%
		bH	H				H	
South East	236	115	20	17	1	2	3	65
	14%	15%	17%	14%	3%	17%	9%	14%
		d	D	d				d
South West	141	52	12	17	2	1	1	46
	9%	7%	10%	14%	6%	8%	3%	11%
			Af					a
Wales	81	33	8	4	7	-	-	4
	5%	4%	7%	4%	19%	-	-	6%
				ABCFgH				
Scotland	120	57	9	6	8	-	-	3
	7%	7%	8%	5%	24%	-	-	5%
				ABCeFGH				f

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.	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	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
Northern Ireland	78	36	5	2	1	1	-	30
	5%	5%	4%	1%	3%	7%	3%	6%
	g	g			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 degen eration	Cataracts	Astigmatism	Confid ent	Not confid ent
		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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East	98	12	19	13	20	13	9	21	42	23	2	-	10	13	2	12	10	97	-
	6%	5%	4%	5%	6%	10%	7%	7%	5%	7%	3%	-	5%	4%	3%	7%	5%	6%	-
						aBC													
North West	226	25	67	36	43	23	14	34	98	51	12	1	28	37	8	17	28	217	8
	14%	11%	15%	13%	14%	18%	10%	12%	12%	15%	17%	100%	15%	13%	13%	10%	14%	14%	19%
						af													
Yorkshire & Humber	193	25	55	31	36	17	16	39	87	45	11	-	18	47	9	21	19	187	5
	12%	11%	12%	11%	12%	13%	12%	13%	11%	13%	15%	-	10%	16%	14%	12%	9%	12%	12%
														aE					
East Midlands	133	19	36	22	29	4	16	23	68	27	7	-	11	21	5	19	23	130	1
	8%	9%	8%	8%	9%	3%	11%	8%	8%	8%	10%	-	6%	7%	8%	11%	11%	8%	2%
		E	E	E	E		E									a	a		
West Midlands	125	17	33	17	16	13	16	25	59	23	4	-	11	29	3	8	12	120	5
	8%	8%	7%	6%	5%	10%	12%	9%	7%	7%	5%	-	6%	10%	5%	5%	6%	8%	12%
						d	bCD							De					
East of England	90	10	20	20	21	9	5	17	42	20	5	-	14	9	3	7	11	86	3
	5%	5%	4%	7%	7%	7%	4%	6%	5%	6%	7%	-	8%	3%	5%	4%	5%	5%	7%
													B						
London	131	27	44	20	17	4	11	17	77	20	6	-	16	24	7	13	19	124	5
	8%	12%	10%	7%	5%	3%	8%	6%	10%	6%	8%	-	9%	8%	11%	7%	9%	8%	12%
		CDE	DE	e			e		AC										
South East	236	33	69	49	35	14	14	38	118	52	8	-	32	45	11	34	27	229	6
	14%	15%	15%	18%	11%	11%	10%	13%	15%	15%	11%	-	17%	15%	18%	20%	13%	14%	14%
				Def												e			
South West	141	21	39	17	25	15	11	26	60	31	10	-	18	19	8	17	20	139	2
	9%	10%	9%	6%	8%	11%	8%	9%	8%	9%	14%	-	10%	6%	13%	10%	10%	9%	5%
						c					b				b				
Wales	81	8	21	17	14	5	11	19	42	11	4	-	10	15	2	9	7	81	-
	5%	4%	5%	6%	5%	4%	8%	6%	5%	3%	5%	-	5%	5%	4%	5%	3%	5%	-
						ab		c											

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scotland	120	16	28	25	29	7	8	20	65	29	4	-	13	22	3	7	17	116	5
	7%	7%	6%	9%	9%	5%	6%	7%	8%	8%	5%	-	7%	7%	4%	4%	8%	7%	11%
				b															
Northern Ireland	78	9	20	12	23	8	4	15	40	14	1	-	4	12	2	7	11	76	2
	5%	4%	4%	4%	7%	6%	3%	5%	5%	4%	1%	-	2%	4%	3%	4%	6%	5%	4%
				bcf												a			

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	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
1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
98	98	-	-	-	97	1	98	-	59	13	61	-	86	3	8	89
6%	6%	-	-	-	6%	2%	6%	-	5%	6%	5%	-	6%	3%	5%	6%
226	226	-	-	-	215	11	213	11	162	22	155	4	199	15	29	197
14%	14%	-	-	-	14%	20%	13%	38% A	14%	11%	14%	11%	14%	17%	19% b	13%
193	193	-	-	-	185	9	188	3	146	20	139	6	173	9	12	181
12%	12%	-	-	-	12%	16%	12%	10%	12%	10%	12%	16%	12%	10%	8%	12%
133	133	-	-	-	129	5	130	3	99	23	101	2	122	6	18	116
8%	8%	-	-	-	8%	9%	8%	10%	8%	11%	9%	5%	8%	7%	11%	8%
125	125	-	-	-	121	4	121	1	86	13	84	3	113	7	13	112
8%	8%	-	-	-	8%	7%	8%	3%	7%	6%	7%	8%	8%	8%	8%	7%
90	90	-	-	-	85	5	88	2	60	10	55	3	78	7	7	83
5%	5%	-	-	-	5%	9%	5%	6%	5%	5%	5%	8%	5%	8%	5%	6%
131	131	-	-	-	126	5	130	1	89	30	87	5	108	12	20	111
8%	8%	-	-	-	8%	9%	8%	3%	7%	15% A	8%	14%	7%	14% A	13% B	7%
236	236	-	-	-	228	7	230	4	170	22	163	4	211	11	16	220
14%	14%	-	-	-	14%	13%	14%	13%	14%	11%	14%	11%	14%	13%	10%	15%
141	141	-	-	-	137	3	139	-	110	11	103	3	122	6	7	134
9%	9%	-	-	-	9%	5%	9%	-	9%	5%	9%	8%	8%	7%	5%	9% a
81	81	-	-	-	77	3	79	2	55	8	56	-	71	5	8	73
5%	5%	-	-	-	5%	5%	5%	7%	5%	4%	5%	-	5%	6%	5%	5%
120	120	-	-	-	119	2	118	1	88	20	85	4	107	3	11	110
7%	7%	-	-	-	7%	3%	7%	3%	7%	10%	7%	12%	7%	3%	7%	7%

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	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
1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
78	78	-	-	-	75	2	77	1	60	13	59	2	69	3	6	73
5%	5%	-	-	-	5%	4%	5%	5%	5%	6%	5%	6%	5%	3%	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

	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
North East	98	94	-	3	-	-	3	13	20	59	13	13	24	51	11	1
	6%	6%	-	3%	-	-	2%	5%	5%	5%	6%	6%	9%	5%	7%	5%
		f											A			
North West	226	212	1	9	1	-	11	36	48	162	22	34	36	144	15	3
	14%	14%	5%	10%	6%	-	8%	14%	13%	14%	11%	17%	13%	14%	10%	18%
		f										b				
Yorkshire & Humber	193	174	2	12	-	1	15	35	53	146	20	20	32	131	14	1
	12%	12%	11%	13%	-	14%	11%	14%	14%	12%	10%	10%	11%	13%	10%	5%
East Midlands	133	116	2	11	-	1	14	25	29	99	23	15	18	86	17	2
	8%	8%	11%	12%	-	14%	10%	10%	8%	8%	11%	7%	7%	8%	12%	11%
											d					
West Midlands	125	108	2	7	4	-	13	21	32	86	13	14	27	77	10	2
	8%	7%	11%	8%	25%	-	10%	8%	8%	7%	6%	7%	10%	7%	7%	11%
					ACf											
East of England	90	84	1	2	1	-	4	17	21	60	10	13	20	52	6	2
	5%	6%	6%	2%	6%	-	3%	7%	6%	5%	5%	6%	7%	5%	4%	11%
London	131	85	7	26	5	3	41	27	33	89	30	18	21	71	22	2
	8%	6%	38%	28%	33%	42%	30%	11%	9%	7%	15%	9%	7%	7%	15%	11%
			A	A	A	A	A				AcD				A	
South East	236	212	1	13	4	1	19	30	49	170	22	35	36	156	11	2
	14%	14%	5%	14%	24%	14%	14%	12%	13%	14%	11%	17%	13%	15%	8%	11%
												b		B		
South West	141	132	-	3	-	1	4	11	25	110	11	18	17	98	8	3
	9%	9%	-	3%	-	16%	3%	4%	7%	9%	5%	9%	6%	9%	5%	16%
		cF				bf				b						b
Wales	81	77	1	1	-	-	2	12	24	55	8	9	17	50	6	-
	5%	5%	7%	1%	-	-	2%	5%	6%	5%	4%	4%	6%	5%	4%	-
		cf	c													

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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Scotland	120	112	1	5	1	-	7	14	31	88	20	13	18	76	15	-
	7%	8%	6%	6%	5%	-	5%	6%	8%	7%	10%	6%	6%	7%	10%	-
Northern Ireland	78	76	-	-	-	-	-	12	12	60	13	5	14	51	11	-
	5%	5%	-	-	-	-	-	5%	3%	5%	6%	2%	5%	5%	7%	-
		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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	1436	623	813	207	288	401	365	174	91	204	174	115	107	82	77	206	131	1187	77	110	61	1436
	87%	87%	87%	75%	81%	92%	94%	91%	94%	90%	90%	86%	85%	91%	59%	87%	93%	86%	95%	91%	78%	87%
				a	AB	AB	AB	AB	deGh	G	G	G	G	G		G	DEGh	D	ADE	D		D
White - Irish	23	14	9	6	5	3	6	3	1	5	-	-	-	1	3	-	-	10	-	-	13	23
	1%	2%	1%	2%	1%	1%	2%	2%	1%	2%	-	-	-	1%	2%	-	-	1%	-	-	16%	1%
		b		c					h	CdeHi					CdeHi					ABCE	a	
White - Gypsy or Irish Traveller	1	1	-	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	1
	*	*	-	-	-	*	-	-	-	-	-	-	-	-	-	*	-	*	-	-	-	*
White - other	24	8	16	5	11	2	2	3	1	3	-	2	1	1	5	5	1	19	-	2	2	24
	1%	1%	2%	2%	3%	*	*	2%	1%	1%	-	1%	1%	1%	4%	2%	1%	1%	-	2%	3%	1%
				cd	CD		c			c		c			Ci	C						
Mixed/Multiple - White and Black Caribbean	6	2	4	3	1	2	-	-	-	-	-	-	1	-	3	1	-	5	1	-	-	6
	*	*	*	1%	*	*	-	-	-	-	-	-	1%	-	2%	*	-	*	2%	-	-	*
				D											BCdhi				ae			
Mixed/Multiple - White and Black African	4	1	3	1	1	2	-	-	-	-	1	-	-	1	2	-	-	4	-	-	-	4
	*	*	*	*	*	*	-	-	-	-	*	-	-	1%	2%	-	-	*	-	-	-	*
															bh							
Mixed/Multiple - White and Asian	6	2	4	2	1	3	-	-	-	1	1	1	-	-	2	-	-	5	-	1	-	6
	*	*	*	1%	*	1%	-	-	-	*	1%	1%	-	-	2%	-	-	*	-	1%	-	*
				d		d									h							
Mixed/Multiple - other	2	-	2	1	1	-	-	-	-	-	-	1	1	-	-	-	-	2	-	-	-	2
	*	-	*	*	*	-	-	-	-	-	-	1%	1%	-	-	-	-	*	-	-	-	*
Asian or Asian British - Indian	40	19	21	8	18	10	4	-	1	6	3	8	2	-	11	6	2	39	-	1	-	40
	2%	3%	2%	3%	5%	2%	1%	-	1%	3%	2%	6%	2%	-	8%	3%	1%	3%	-	1%	-	2%
				dE	CDE	e					aCeFhI				ABCEFH							
Asian or Asian British - Pakistani	34	17	17	17	10	4	3	-	1	1	8	1	4	1	10	5	-	31	-	3	-	34
	2%	2%	2%	6%	3%	1%	1%	-	1%	*	4%	1%	3%	1%	8%	2%	-	2%	-	3%	-	2%
				BCDE	CDE						BdI		BI		ABDFHI	i						
Asian or Asian British - Bangladeshi	7	1	6	4	2	1	-	-	-	1	-	1	1	-	2	1	-	6	1	-	-	7
	*	*	1%	1%	1%	*	-	-	-	*	-	1%	1%	-	2%	*	-	*	1%	-	-	*
				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

## D. What ethnicity best describes you?

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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	4	2	2	-	3	-	1	-	-	1	-	1	-	-	1	1	-	4	-	-	-	4
	*	*	*	-	1%	-	*	-	-	*	-	1%	-	-	1%	*	-	*	-	-	-	*
					C																	
Asian or Asian British - Other	7	2	5	3	4	-	-	-	1	-	1	-	-	1	2	-	1	6	-	1	-	7
	*	*	1%	1%	1%	-	-	-	1%	-	1%	-	-	1%	2%	-	1%	*	-	1%	-	*
				CD	CD										bh							
Black or Black British - Caribbean	9	3	6	2	1	3	2	1	-	1	-	-	1	-	3	3	-	8	-	1	-	9
	1%	*	1%	1%	*	1%	*	1%	-	*	-	-	1%	-	2%	1%	-	1%	-	1%	-	1%
															bCdi							
Black or Black British - African	7	3	4	4	1	2	-	-	-	-	-	-	3	1	2	1	-	7	-	-	-	7
	*	*	*	1%	*	*	-	-	-	-	-	-	2%	1%	2%	*	-	1%	-	-	-	*
				D									BCdhi		bc							
Black or Black British - Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other - Arab	3	-	3	2	1	-	-	-	-	-	1	-	-	-	2	-	-	3	-	-	-	3
	*	-	*	1%	*	-	-	-	-	-	1%	-	-	-	2%	-	-	*	-	-	-	*
				cd											bh							
Any other	4	2	2	1	2	-	-	1	-	-	-	1	-	-	1	1	1	4	-	-	-	4
	*	*	*	*	1%	-	-	1%	-	-	-	1%	-	-	1%	*	1%	*	-	-	-	*
								c														
Prefer not to say	36	18	19	11	6	6	6	8	1	3	4	3	4	2	5	5	4	32	1	1	2	36
	2%	2%	2%	4%	2%	1%	1%	4%	1%	1%	2%	2%	3%	2%	4%	2%	3%	2%	2%	1%	3%	2%
				CD				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

## 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	Retired
	a	b	c	d	e	f	g	h
	A	B	C	D	E	F	G	H
Unweighted Total	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
	100%	100%	100%	100%	100%	100%	100%	100%
White - English/Welsh/Scottish/ Northern Irish/British	1436	660	97	102	27	11	26	448
	87%	86%	82%	86%	76%	93%	81%	95%
								ABCDGF
White - Irish	23	10	-	1	1	1	-	9
	1%	1%	-	1%	3%	7%	-	2%
				B	aBcG			
White - Gypsy or Irish Traveller	1	-	1	-	-	-	-	-
	*	-	1%	-	-	-	-	-
			Ah					
White - other	24	13	-	2	2	-	-	4
	1%	2%	-	2%	6%	-	-	3%
				aBH			Bh	1%
Mixed/Multiple - White and Black Caribbean	6	4	1	-	-	-	-	1
	*	1%	1%	-	-	-	-	2%
			H					H
Mixed/Multiple - White and Black African	4	1	2	1	-	-	-	-
	*	*	2%	1%	-	-	-	-
			AH	H				
Mixed/Multiple - White and Asian	6	4	1	1	-	-	-	-
	*	1%	1%	1%	-	-	-	-
			H	H				
Mixed/Multiple - other	2	-	1	-	-	-	-	1
	*	-	1%	-	-	-	-	2%
			AH				AH	
Asian or Asian British - Indian	40	27	3	2	1	-	3	1
	2%	3%	3%	2%	3%	-	10%	2%
		H	h				abCgH	
Asian or Asian British - Pakistani	34	17	5	4	1	-	2	2
	2%	2%	4%	3%	3%	-	6%	3%
		H	H	H			H	H
Asian or Asian British - Bangladeshi	7	1	1	3	-	-	-	1
	*	*	1%	3%	-	-	-	2%
			AH				A	*

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

## 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.	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	1656	778	120	122	33	12	32	461
Weighted Total	1653	768	118	118	35	11	32	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
Asian or Asian British - Chinese	4	3	1	-	-	-	-	-
*	*	1%	-	-	-	-	-	-
		H						
Asian or Asian British - Other	7	3	1	1	-	1	-	-
*	*	1%	1%	3%	-	3%	-	-
		H	H	AH		AH		
Black or Black British - Caribbean	9	6	1	1	-	-	-	-
1%	1%	1%	-	3%	-	-	-	-
		h		cH				
Black or Black British - African	7	6	-	-	-	-	1	-
*	1%	-	-	-	-	-	2%	-
		h					H	
Black or Black British - Other	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-
Other - Arab	3	2	-	1	-	-	-	-
*	*	-	-	3%	-	-	-	-
				AbcH				
Any other	4	2	-	-	-	-	1	1
*	*	-	-	-	-	-	2%	*
							a	
Prefer not to say	36	9	3	1	-	-	-	2
2%	1%	2%	1%	-	-	-	-	*
		H						

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
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	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	1436	188	390	247	274	116	121	263	700	308	58	1	173	246	58	156	183	1394	33
	87%	84%	87%	89%	89%	89%	89%	89%	88%	89%	78%	100%	95%	85%	92%	91%	89%	87%	80%
				a				D	D	D			Be			B			
White - Irish	23	2	5	2	8	2	3	4	9	7	3	-	2	4	1	2	1	23	-
	1%	1%	1%	1%	3%	2%	2%	1%	1%	2%	4%	-	1%	1%	2%	1%	1%	1%	-
				c							B								
White - Gypsy or Irish Traveller	1	-	1	-	-	-	-	1	-	-	-	-	1	1	-	1	-	1	-
	*	-	*	-	-	-	-	*	-	-	-	-	1%	*	-	1%	-	*	-
White - other	24	4	8	5	3	2	1	1	11	6	1	-	1	4	2	4	5	24	-
	1%	2%	2%	2%	1%	2%	1%	*	1%	2%	2%	-	1%	1%	3%	2%	2%	1%	-
										a					a				
Mixed/Multiple - White and Black Caribbean	6	2	1	1	1	-	1	1	3	-	-	-	-	-	-	-	-	6	-
	*	1%	*	*	*	-	1%	*	*	-	-	-	-	-	-	-	-	*	-
Mixed/Multiple - White and Black African	4	-	2	1	1	-	-	1	2	1	-	-	-	1	-	-	-	4	-
	*	-	*	*	*	-	-	*	*	*	-	-	-	*	-	-	-	*	-
Mixed/Multiple - White and Asian	6	3	1	-	1	1	-	-	4	1	1	-	-	2	-	-	-	6	-
	*	1%	*	-	*	1%	-	-	*	*	1%	-	-	1%	-	-	-	*	-
		bc									A								
Mixed/Multiple - other	2	-	1	1	-	-	-	-	-	1	1	-	-	-	-	1	-	2	-
	*	-	*	*	-	-	-	-	-	*	1%	-	-	-	-	1%	-	*	-
											AB								
Asian or Asian British - Indian	40	10	12	5	6	3	2	6	20	10	3	-	1	7	2	2	7	39	1
	2%	4%	3%	2%	2%	2%	1%	2%	3%	3%	4%	-	1%	2%	3%	1%	4%	2%	2%
		cd															A		
Asian or Asian British - Pakistani	34	7	11	6	5	1	1	8	18	4	3	-	-	14	-	-	2	31	2
	2%	3%	2%	2%	2%	1%	1%	3%	2%	1%	4%	-	-	5%	-	-	1%	2%	5%
											c			AcDE					
Asian or Asian British - Bangladeshi	7	-	1	1	3	-	1	2	3	-	1	-	1	2	-	-	1	6	1
	*	-	*	*	1%	-	1%	1%	*	-	1%	-	1%	1%	-	-	1%	*	2%
											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

## 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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Asian or Asian British - Chinese	4	2	1	1	-	-	-	-	4	-	-	-	-	-	-	-	1	3	1
	*	1%	*	*	-	-	-	-	1%	-	-	-	-	-	-	-	*	*	2% A
Asian or Asian British - Other	7	1	2	-	1	2	1	-	7	-	-	-	-	2	-	1	1	6	1
	*	*	*	-	*	2% C	1%	-	1%	-	-	-	-	1%	-	1%	*	*	2% A
Black or Black British - Caribbean	9	2	1	3	1	1	-	1	4	2	1	-	3	3	-	1	-	8	1
	1%	1%	*	1%	*	1%	-	*	*	1%	1%	-	2% e	1%	-	1%	-	*	3% A
Black or Black British - African	7	1	2	1	2	-	1	2	2	1	-	-	-	-	-	-	-	7	-
	*	*	*	*	1%	-	1%	1%	*	*	-	-	-	-	-	-	-	*	-
Black or Black British - Other	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Other - Arab	3	1	1	-	-	-	-	1	-	1	-	-	-	1	-	-	-	2	-
	*	*	*	-	-	-	-	*	-	*	-	-	-	*	-	-	-	*	-
Any other	4	-	2	1	-	-	1	-	3	-	1	-	-	1	-	2	2	4	-
	*	-	*	*	-	-	1%	-	*	-	2% AC	-	-	*	-	1%	1%	*	-
Prefer not to say	36	-	7	2	-	2	2	4	8	4	1	-	1	3	-	1	1	35	1
	2%	-	2%	1%	-	2%	2%	1%	1%	1%	2%	-	1%	1%	-	1%	*	2%	2%
			aD			aD	aD												

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	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
White - English/Welsh/Scottish/ Northern Irish/British	1436	1436	-	-	-	1385	46	1406	20	1057	153	1017	30	1280	67	125	1311
	87%	87%	-	-	-	87%	83%	87%	68%	89%	75%	89%	83%	88%	78%	81%	87%
								B		B				B		A	
White - Irish	23	23	-	-	-	22	1	21	2	13	4	13	1	18	1	4	19
	1%	1%	-	-	-	1%	2%	1%	7%	1%	2%	1%	3%	1%	1%	3%	1%
									A								
White - Gypsy or Irish Traveller	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
White - other	24	24	-	-	-	24	-	23	-	17	6	17	-	20	2	3	21
	1%	1%	-	-	-	1%	-	1%	-	1%	3%	2%	-	1%	2%	2%	1%
Mixed/Multiple - White and Black Caribbean	6	6	-	-	-	6	-	6	-	1	1	2	-	3	1	1	5
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	1% a	1%	*
Mixed/Multiple - White and Black African	4	4	-	-	-	4	-	4	-	1	1	2	-	4	-	-	4
	*	*	-	-	-	*	-	*	-	*	*	*	-	*	-	-	*
Mixed/Multiple - White and Asian	6	6	-	-	-	6	-	6	-	3	2	4	-	6	-	1	5
	*	*	-	-	-	*	-	*	-	*	1% a	*	-	*	-	1%	*
Mixed/Multiple - other	2	2	-	-	-	1	1	2	-	2	-	1	1	1	1	-	2
	*	*	-	-	-	*	2% A	*	-	*	-	*	3% A	*	1% A	-	*
Asian or Asian British - Indian	40	40	-	-	-	39	1	37	3	26	13	30	2	34	4	4	36
	2%	2%	-	-	-	2%	2%	2%	10% A	2%	6% A	3%	5%	2%	5%	3%	2%
Asian or Asian British - Pakistani	34	34	-	-	-	33	1	34	-	16	8	17	-	31	2	6	28
	2%	2%	-	-	-	2%	2%	2%	-	1%	4% A	2%	-	2%	2%	4% b	2%

Columns Tested: A,B,C,D - 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	
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
1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7	7	-	-	-	6	1	6	1	5	2	5	-	5	1	1	6
*	*	-	-	-	*	2%	*	3%	*	1%	*	-	*	1%	1%	*
								A								
4	4	-	-	-	4	-	4	-	4	1	4	-	3	1	-	4
*	*	-	-	-	*	-	*	-	*	1%	*	-	*	1%	-	*
7	7	-	-	-	7	-	7	-	7	2	6	-	7	-	1	6
*	*	-	-	-	*	-	*	-	1%	1%	1%	-	*	-	1%	*
9	9	-	-	-	8	1	9	-	5	2	4	1	6	3	1	8
1%	1%	-	-	-	*	2%	1%	-	*	1%	*	3%	*	3%	1%	1%
												A		A		
7	7	-	-	-	7	-	7	-	4	-	4	-	6	1	2	5
*	*	-	-	-	*	-	*	-	*	-	*	-	*	1%	1%	*
														b		
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	3	-	-	-	3	-	3	-	1	-	1	-	3	-	1	2
*	*	-	-	-	*	-	*	-	*	-	*	-	*	-	1%	*
4	4	-	-	-	3	1	3	1	4	2	4	-	4	-	-	4
*	*	-	-	-	*	2%	*	3%	*	1%	*	-	*	-	-	*
						A		A								
36	36	-	-	-	34	2	33	2	17	7	16	1	28	2	4	32
2%	2%	-	-	-	2%	4%	2%	8%	1%	3%	1%	3%	2%	3%	3%	2%
								A		a						

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

## General Optical Council

## D. What ethnicity best describes you?

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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
White - English/Welsh/Scottish/ Northern Irish/British	1436	1436	-	-	-	-	-	191	311	1057	153	183	221	940	110	17
	87%	97%	-	-	-	-	-	75%	83%	89%	75%	89%	79%	90%	76%	95%
		BCDEF							A	BD		BD		B		b
White - Irish	23	23	-	-	-	-	-	2	3	13	4	4	5	12	2	-
	1%	2%	-	-	-	-	-	1%	1%	1%	2%	2%	2%	1%	2%	-
White - Gypsy or Irish Traveller	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-
													A			
White - other	24	24	-	-	-	-	-	9	4	17	6	1	4	13	4	-
	1%	2%	-	-	-	-	-	4%	1%	1%	3%	1%	1%	1%	3%	-
								B			c					
Mixed/Multiple - White and Black Caribbean	6	-	6	-	-	-	6	1	3	1	1	3	1	1	1	-
	*	-	35%	-	-	-	5%	*	1%	*	*	1%	*	*	1%	-
			ACDeF				AC					A				
Mixed/Multiple - White and Black African	4	-	4	-	-	-	4	3	3	1	1	-	2	1	1	-
	*	-	22%	-	-	-	3%	1%	1%	*	*	-	1%	*	1%	-
			ACdF				Ac					A			a	
Mixed/Multiple - White and Asian	6	-	6	-	-	-	6	2	3	3	2	-	2	2	2	-
	*	-	33%	-	-	-	4%	1%	1%	*	1%	-	1%	*	1%	-
			ACDeF				AC				a				A	
Mixed/Multiple - other	2	-	2	-	-	-	2	1	1	2	-	-	-	2	-	-
	*	-	11%	-	-	-	2%	*	*	*	-	-	-	*	-	-
			ACF				A									
Asian or Asian British - Indian	40	-	-	40	-	-	40	15	9	26	13	2	7	21	11	-
	2%	-	-	43%	-	-	30%	6%	2%	2%	6%	1%	2%	2%	8%	-
				ABDEF			ABDe	B			ACD				A	
Asian or Asian British - Pakistani	34	-	-	34	-	-	34	13	15	16	8	4	15	13	4	1
	2%	-	-	37%	-	-	26%	5%	4%	1%	4%	2%	5%	1%	3%	5%
				ABDEf			ABD				A		Ac			

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
	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
1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
7	-	-	7	-	-	7	2	6	5	2	1	2	5	-	-
*	-	-	8%	-	-	5%	1%	2%	*	1%	*	1%	*	-	-
			A			A									
4	-	-	4	-	-	4	2	1	4	1	-	-	4	-	-
*	-	-	4%	-	-	3%	1%	*	*	1%	-	-	*	-	-
			A			A									
7	-	-	7	-	-	7	3	3	7	2	-	-	5	1	-
*	-	-	8%	-	-	5%	1%	1%	1%	1%	-	-	*	1%	-
			A			A				d					
9	-	-	-	9	-	9	2	4	5	2	2	2	4	1	-
1%	-	-	-	56%	-	7%	1%	1%	*	1%	1%	1%	*	1%	-
				ABCEF		AC									
7	-	-	-	7	-	7	1	3	4	-	-	3	4	-	-
*	-	-	-	44%	-	5%	*	1%	*	-	-	1%	*	-	-
				ABCEF		AC									
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
3	-	-	-	-	3	3	3	1	1	-	-	2	1	-	-
*	-	-	-	-	42%	2%	1%	*	*	-	-	1%	*	-	-
					ABCDF	A						A			
4	-	-	-	-	4	4	1	1	4	2	-	-	2	2	-
*	-	-	-	-	58%	3%	*	*	*	1%	-	-	*	1%	-
					ABCDF	Ac				d				A	
36	-	-	-	-	-	-	3	4	17	7	5	13	12	5	-
2%	-	-	-	-	-	-	1%	1%	1%	3%	2%	5%	1%	3%	-
										a		A		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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	768	341	427	169	257	273	63	7	45	99	89	60	60	40	82	115	52	642	33	57	36	768
	46%	48%	46%	61%	72%	62%	16%	4%	46%	44%	46%	45%	48%	45%	63%	49%	37%	47%	41%	47%	46%	46%
				DE	ACDE	DE	E				i		i		ABCDEFHI	I						
Part time paid job	118	29	89	24	27	41	24	2	6	13	14	9	4	13	6	20	12	96	8	9	5	118
	7%	4%	9%	9%	7%	9%	6%	1%	6%	6%	7%	7%	3%	14%	5%	9%	8%	7%	10%	7%	7%	7%
			A	E	E	dE	E							aBcdEG		E	e					
Self employed	118	59	60	17	25	44	30	2	7	12	19	10	11	6	10	17	17	106	4	6	2	118
	7%	8%	6%	6%	7%	10%	8%	1%	7%	5%	10%	7%	9%	6%	8%	7%	12%	8%	5%	5%	2%	7%
				E	E	aE	E				b						B	d				
Student	35	18	18	34	1	-	-	-	1	7	2	2	1	1	2	1	2	19	7	8	1	35
	2%	2%	2%	12%	*	-	-	-	1%	3%	1%	2%	1%	1%	2%	*	1%	1%	8%	7%	2%	2%
				BCDE							H								AdE	AdE		
Unemployed (less than 6 months)	11	6	6	4	-	5	3	-	-	1	4	-	3	-	-	2	1	11	-	-	1	11
	1%	1%	1%	1%	-	1%	1%	-	-	*	2%	-	2%	-	-	1%	1%	1%	-	-	1%	1%
				B		b					dg		dg									
Unemployed (more than 6 months)	32	1	31	8	13	10	1	-	3	6	4	5	3	3	3	3	1	31	-	-	1	32
	2%	*	3%	3%	4%	2%	*	-	3%	3%	2%	4%	2%	3%	2%	1%	1%	2%	-	-	1%	2%
			A	DE	DE	De						i						c				
Home maker (Housewife)	62	35	28	8	22	27	3	2	4	7	8	4	10	-	7	9	7	56	4	3	-	62
	4%	5%	3%	3%	6%	6%	1%	1%	4%	3%	4%	3%	8%	-	5%	4%	5%	4%	5%	2%	-	4%
		B		D	aDE	aDE			F	f	f	f	BdFh		F	f	F	d	d			d
Retired	471	213	259	5	8	31	259	168	31	77	49	41	30	26	17	65	46	381	23	38	30	471
	29%	30%	28%	2%	2%	7%	67%	88%	31%	34%	25%	31%	24%	29%	13%	27%	33%	28%	28%	31%	38%	29%
						AB	ABC	ABCD	G	ceG	G	G	G	G		G	G				ae	
Prefer not to say	36	17	19	8	5	7	7	9	1	5	5	2	4	1	4	5	4	32	2	-	2	36
	2%	2%	2%	3%	1%	2%	2%	5%	1%	2%	3%	2%	3%	1%	3%	2%	3%	2%	3%	-	3%	2%
								BCD										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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
768	768	-	-	-	-	-	-	-
46%	100%	-	-	-	-	-	-	-
	BCDEFGH							
118	-	118	-	-	-	-	-	-
7%	-	100%	-	-	-	-	-	-
	ACDEFGH							
118	-	-	118	-	-	-	-	-
7%	-	-	100%	-	-	-	-	-
	ABDEFGH							
35	-	-	-	35	-	-	-	-
2%	-	-	-	100%	-	-	-	-
	ABCEFGH							
11	-	-	-	-	11	-	-	-
1%	-	-	-	-	100%	-	-	-
	ABCDFGH							
32	-	-	-	-	-	32	-	-
2%	-	-	-	-	-	100%	-	-
	ABCDEGH							
62	-	-	-	-	-	-	62	-
4%	-	-	-	-	-	-	100%	-
	ABCDEFH							
471	-	-	-	-	-	-	-	471
29%	-	-	-	-	-	-	-	100%
	ABCDEFG							
36	-	-	-	-	-	-	-	-
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 degen eration	Cataracts	Astigmatism	Confid ent	Not confid ent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Full time paid job	768	137	264	129	157	48	-	149	396	158	23	-	81	110	25	48	116	741	23
	46%	62%	59%	46%	51%	37%	-	50%	50%	46%	32%	-	44%	38%	39%	28%	56%	46%	55%
		CDEF	CDEF	eF	EF	F		D	D	D			D	D			ABCD		
Part time paid job	118	4	23	45	16	22	3	13	63	34	3	-	9	17	3	11	15	111	5
	7%	2%	5%	16%	5%	17%	2%	5%	8%	10%	4%	-	5%	6%	4%	6%	7%	7%	12%
			A	ABDF	A	ABDF			a	A									
Self employed	118	10	42	8	38	8	-	21	60	25	7	-	15	20	6	9	17	115	3
	7%	4%	9%	3%	12%	6%	-	7%	8%	7%	9%	-	8%	7%	9%	5%	8%	7%	7%
		F	ACF	F	ACEF	F													
Student	35	1	5	17	2	2	3	11	16	3	2	-	2	3	-	3	2	33	-
	2%	*	1%	6%	1%	2%	3%	4%	2%	1%	3%	-	1%	1%	-	2%	1%	2%	-
				ABDE			a	bC											
Unemployed (less than 6 months)	11	-	-	1	-	2	7	1	9	1	1	-	1	6	-	-	3	11	-
	1%	-	-	*	-	2%	5%	*	1%	*	1%	-	1%	2%	-	-	1%	1%	-
						aBD	ABCD							d					
Unemployed (more than 6 months)	32	-	3	1	2	2	17	8	17	5	-	-	2	9	-	-	4	30	1
	2%	-	1%	*	1%	2%	13%	3%	2%	1%	-	-	1%	3%	-	-	2%	2%	2%
						a	ABCDE							D			d		
Home maker (Housewife)	62	-	1	2	1	2	50	9	30	9	5	-	6	18	2	9	6	60	1
	4%	-	*	1%	*	2%	37%	3%	4%	3%	7%	-	3%	6%	3%	5%	3%	4%	2%
						ab	ABCDE				c			e					
Retired	471	70	111	74	90	44	53	79	202	107	31	1	65	105	26	89	40	464	8
	29%	32%	25%	27%	29%	34%	39%	27%	25%	31%	42%	100%	35%	36%	41%	52%	20%	29%	18%
		b				B	BCD			B	ABc		E	E	E	ABE			
Prefer not to say	36	-	-	-	-	-	3	3	6	5	2	-	2	3	2	2	2	35	1
	2%	-	-	-	-	-	2%	1%	1%	1%	3%	-	1%	1%	3%	1%	1%	2%	3%
						ABCD	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

## 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	Satis fied	Dissat ished	Satis fied	Dissat ished	Presc ription glass es	Cont act lens es	Satis fied	Dissat ished	Conf ident	Not conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Full time paid job	768	768	-	-	-	744	23	755	7	536	131	527	14	687	43	75	693
	46%	46%	-	-	-	47%	41%	47%	24%	45%	64%	46%	40%	47%	50%	49%	46%
								B			A						
Part time paid job	118	118	-	-	-	113	5	113	5	96	16	91	2	107	7	14	104
	7%	7%	-	-	-	7%	9%	7%	17%	8%	8%	8%	5%	7%	8%	9%	7%
								A									
Self employed	118	118	-	-	-	113	5	114	3	82	19	81	1	105	3	7	111
	7%	7%	-	-	-	7%	9%	7%	10%	7%	9%	7%	3%	7%	3%	4%	7%
Student	35	35	-	-	-	35	-	32	3	21	3	20	1	30	4	10	26
	2%	2%	-	-	-	2%	-	2%	10%	2%	2%	2%	3%	2%	5%	6%	2%
								A							a	B	
Unemployed (less than 6 months)	11	11	-	-	-	11	1	11	-	7	1	6	-	10	1	-	11
	1%	1%	-	-	-	1%	2%	1%	-	1%	*	*	-	1%	1%	-	1%
Unemployed (more than 6 months)	32	32	-	-	-	31	1	32	-	23	3	23	-	30	2	6	26
	2%	2%	-	-	-	2%	2%	2%	-	2%	2%	2%	-	2%	2%	4%	2%
																b	
Home maker (Housewife)	62	62	-	-	-	57	4	59	2	46	2	42	4	57	2	5	57
	4%	4%	-	-	-	4%	7%	4%	7%	4%	1%	4%	11%	4%	2%	3%	4%
										B			A				
Retired	471	471	-	-	-	457	13	461	7	353	25	341	12	406	22	37	435
	29%	29%	-	-	-	29%	23%	29%	24%	30%	12%	30%	32%	28%	26%	24%	29%
										B							
Prefer not to say	36	36	-	-	-	32	4	34	2	21	4	17	2	26	2	1	35
	2%	2%	-	-	-	2%	8%	2%	8%	2%	2%	1%	6%	2%	2%	1%	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
	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
1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
768	684	9	51	12	4	75	181	257	536	131	81	146	448	96	5
46%	46%	48%	55%	74%	56%	57%	71%	68%	45%	64%	39%	52%	43%	66%	27%
			a	A		A				ACD		AC		AC	
118	98	5	11	1	-	17	24	35	96	16	16	12	84	9	5
7%	7%	29%	12%	6%	-	13%	9%	9%	8%	8%	8%	4%	8%	6%	27%
		Acd	a			A			D						AB
118	105	2	10	-	-	12	13	32	82	19	14	23	69	13	2
7%	7%	11%	11%	-	-	9%	5%	8%	7%	9%	7%	8%	7%	9%	11%
35	30	-	3	1	1	5	6	14	21	3	1	13	19	2	1
2%	2%	-	3%	6%	14%	4%	3%	4%	2%	2%	*	5%	2%	1%	6%
					A							AbC			
11	11	-	-	-	-	-	2	1	7	1	4	2	5	1	1
1%	1%	-	-	-	-	-	1%	*	1%	*	2%	1%	*	1%	5%
											A				Ab
32	26	-	6	-	-	6	17	9	23	3	1	9	21	2	-
2%	2%	-	7%	-	-	5%	7%	2%	2%	2%	*	3%	2%	1%	-
			A			A	B					C			
62	54	2	4	1	1	8	7	13	46	2	5	11	45	1	-
4%	4%	11%	4%	6%	14%	6%	3%	3%	4%	1%	3%	4%	4%	1%	-
		a							B			B	B		
471	461	-	7	-	1	8	4	14	353	25	79	51	333	20	4
29%	31%	-	7%	-	16%	6%	2%	4%	30%	12%	39%	18%	32%	14%	24%
	BCDF				b		a		BD		ABD	b	B		
36	14	-	-	1	-	1	-	1	21	4	4	12	18	1	-
2%	1%	-	-	7%	-	1%	-	*	2%	2%	2%	4%	2%	1%	-
				ACf								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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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)	222	107	116	31	41	73	59	18	12	25	25	19	17	10	27	33	21	189	8	16	9	222
	13%	15%	12%	11%	12%	17%	15%	10%	12%	11%	13%	14%	14%	12%	21%	14%	15%	14%	10%	13%	11%	13%
						ABE	e								aBcfh							
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	449	227	222	75	124	116	86	49	19	67	55	36	33	20	44	69	39	381	21	28	20	449
	27%	32%	24%	27%	35%	26%	22%	26%	20%	29%	28%	27%	26%	22%	33%	29%	28%	28%	25%	23%	26%	27%
		B			ACDE					a					Af	a						
Students, Supervisory or clerical and junior managerial, administrative or professional	277	99	178	49	66	76	64	23	13	36	31	22	17	20	20	49	17	224	17	25	12	277
	17%	14%	19%	18%	18%	17%	16%	12%	13%	16%	16%	17%	14%	22%	15%	21%	12%	16%	21%	21%	15%	17%
			A		e									I		el						
Skilled manual workers	306	128	178	45	60	84	79	38	20	43	36	29	16	21	17	35	25	240	14	29	23	306
	19%	18%	19%	16%	17%	19%	20%	20%	20%	19%	18%	22%	13%	23%	13%	15%	18%	17%	18%	24%	29%	19%
												egh		eGh						a	AE	
Semi and unskilled manual workers	130	38	93	24	26	27	41	12	13	23	17	4	13	9	4	14	15	111	5	7	8	130
	8%	5%	10%	9%	7%	6%	11%	6%	13%	10%	9%	3%	10%	10%	3%	6%	11%	8%	6%	6%	10%	8%
			A				C		DGH	DGh	DG		DG	DG		DGh						
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	136	65	71	16	27	38	28	27	9	14	16	16	16	5	11	14	11	112	11	8	4	136
	8%	9%	8%	6%	7%	9%	7%	14%	9%	6%	8%	12%	13%	6%	9%	6%	8%	8%	14%	7%	5%	8%
							ABCD					bH	BfH						acde			
Prefer not to say	132	53	78	38	14	23	33	23	12	20	15	8	13	5	8	23	12	117	4	8	3	132
	8%	7%	8%	14%	4%	5%	8%	12%	12%	9%	8%	6%	10%	6%	6%	10%	9%	8%	6%	6%	4%	8%
				BCD			Bc	BC	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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
222	137	4	10	1	-	-	-	70
13%	18%	3%	8%	3%	-	-	-	15%
	BCDFG		bfG					BcdFG
449	264	23	42	5	-	3	1	111
27%	34%	19%	36%	14%	-	10%	2%	23%
	BDEFGH	eG	BDEFGH	G		g		efG
277	129	45	8	17	1	1	2	74
17%	17%	38%	7%	49%	8%	3%	3%	16%
	CFG	ACEFGH		ACEFGH				CfG
306	157	16	38	2	-	2	1	90
19%	20%	13%	32%	7%	-	6%	2%	19%
	bdefG	G	ABDEFGH					defG
130	48	22	8	2	2	2	2	44
8%	6%	18%	7%	6%	17%	6%	3%	9%
		ACdfGH			g			A
136	-	3	-	3	7	17	50	53
8%	-	2%	-	10%	58%	53%	80%	11%
		Ac		AbC	ABCDH	ABCDH	ABCDeFH	ABC
132	33	6	12	4	2	7	6	29
8%	4%	5%	10%	12%	17%	22%	10%	6%
			A	a	Ab	ABcH	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%																			
Unweighted Total	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	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)	222	222	-	-	-	-	-	37	114	50	12	-	28	33	9	27	33	215	6
	13%	100%	-	-	-	-	-	12%	14%	14%	16%	-	15%	11%	14%	16%	16%	13%	15%
		BCDEF																	
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	449	-	449	-	-	-	-	81	231	97	17	1	59	74	26	45	82	436	11
	27%	-	100%	-	-	-	-	28%	29%	28%	23%	100%	32%	26%	42%	26%	40%	27%	26%
		ACDEF													BD		BD		
Students, Supervisory or clerical and junior managerial, administrative or professional	277	-	-	277	-	-	-	44	161	49	10	-	26	45	7	27	31	266	10
	17%	-	-	100%	-	-	-	15%	20%	14%	14%	-	14%	15%	11%	16%	15%	17%	23%
		ABDEF							aC										
Skilled manual workers	306	-	-	-	306	-	-	66	130	76	15	-	33	47	9	32	20	300	5
	19%	-	-	-	100%	-	-	22%	16%	22%	20%	-	18%	16%	14%	18%	10%	19%	12%
		ABCEF						B		B			E	E		E			
Semi and unskilled manual workers	130	-	-	-	-	130	-	20	61	30	5	-	13	23	3	10	15	125	5
	8%	-	-	-	-	100%	-	7%	8%	9%	7%	-	7%	8%	5%	6%	7%	8%	11%
		ABCDF																	
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	136	-	-	-	-	-	136	21	66	20	9	-	15	47	3	23	16	132	2
	8%	-	-	-	-	-	100%	7%	8%	6%	12%	-	8%	16%	5%	14%	8%	8%	5%
		ABCDE									c			ACE		ace			
Prefer not to say	132	-	-	-	-	-	-	26	36	23	6	-	10	22	6	7	8	128	3
	8%	-	-	-	-	-	-	9%	4%	7%	8%	-	5%	8%	9%	4%	4%	8%	8%
								B						e					

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

	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	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)	222	222	-	-	-	216	3	217	2	169	34	162	6	179	23	17	205
	13%	13%	-	-	-	14%	6%	13%	7%	14%	17%	14%	16%	12%	27%	11%	14%
						b									A		
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	449	449	-	-	-	438	12	440	6	318	73	318	8	403	21	57	393
	27%	27%	-	-	-	27%	21%	27%	20%	27%	36%	28%	22%	28%	24%	37%	26%
										A						B	
Students, Supervisory or clerical and junior managerial, administrative or professional	277	277	-	-	-	268	10	270	5	216	37	211	5	247	13	30	248
	17%	17%	-	-	-	17%	17%	17%	17%	18%	18%	18%	14%	17%	15%	19%	17%
Skilled manual workers	306	306	-	-	-	295	11	300	6	214	36	209	5	278	10	25	281
	19%	19%	-	-	-	19%	19%	19%	21%	18%	17%	18%	13%	19%	12%	16%	19%
												b					
Semi and unskilled manual workers	130	130	-	-	-	124	7	126	4	94	10	86	7	117	11	7	123
	8%	8%	-	-	-	8%	12%	8%	13%	8%	5%	8%	19%	8%	13%	5%	8%
												A					
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	136	136	-	-	-	128	7	128	3	97	6	92	2	122	2	14	122
	8%	8%	-	-	-	8%	12%	8%	10%	8%	3%	8%	5%	8%	2%	9%	8%
										B				B			
Prefer not to say	132	132	-	-	-	124	7	128	3	77	9	70	4	113	6	5	127
	8%	8%	-	-	-	8%	13%	8%	12%	6%	4%	6%	11%	8%	7%	3%	8%
																A	

Columns Tested: A,B,C,D - 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

	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	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)	222	194	5	20	3	1	29	30	61	169	34	32	27	143	25	2
	13%	13%	27% a	22% A	19%	14%	22% A	12%	16%	14% d	17% D	15% d	10%	14%	17%	11%
Intermediate managerial, administrative or professional or Higher management in a company with less than 250 employees	449	404	5	27	3	3	38	101	114	318	73	48	81	276	50	4
	27%	27%	27%	29%	19%	44%	29%	40% B	30%	27%	36% AC	23%	29%	26%	34% A	22%
Students, Supervisory or clerical and junior managerial, administrative or professional	277	254	3	13	4	1	21	33	58	216	37	24	36	190	28	3
	17%	17%	18%	14%	24%	14%	16%	13%	16%	18% CD	18% c	12%	13%	18%	19%	16%
Skilled manual workers	306	285	3	15	3	-	21	44	71	214	36	40	54	189	25	3
	19%	19%	17%	16%	19%	-	16%	17%	19%	18%	17%	20%	19%	18%	17%	16%
Semi and unskilled manual workers	130	120	1	6	1	-	8	21	28	94	10	24	17	86	7	1
	8%	8%	5%	7%	6%	-	6%	8%	8%	8%	5%	12% aBD	6%	8%	5%	7%
Unemployed or a pensioner who depends on the welfare state for their income ie. not a private pension	136	125	1	5	1	1	8	13	16	97	6	19	24	89	5	3
	8%	8%	6%	5%	6%	14%	6%	5%	4%	8% B	3%	9% B	8% B	9% B	4%	17% B
Prefer not to say	132	100	-	6	1	1	8	12	26	77	9	17	41	70	5	2
	8%	7%	-	6%	7%	14%	6%	5%	7%	6%	4%	9% b	15% ABC	7%	3%	11%

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	580	198	382	98	113	137	164	68	41	79	76	44	36	30	34	73	49	462	32	48	38	580
	35%	28%	41%	35%	32%	31%	42%	36%	42%	35%	39%	33%	28%	34%	26%	31%	35%	34%	39%	40%	49%	35%
			A				aBC		EGh	g	EGh				ABCDE	AbC	ac				AE	
Private, i.e. a company set up to make a profit	811	406	405	122	203	242	173	71	40	106	83	66	61	46	80	130	74	686	31	60	33	811
	49%	57%	43%	44%	57%	55%	44%	37%	41%	47%	43%	49%	48%	51%	61%	55%	53%	50%	38%	50%	43%	49%
		B			ADE	ADE												B		b		b
Third sector, i.e. a charity or non-profit organisation (like a housing association)	36	15	22	4	9	12	7	3	3	4	6	2	3	5	2	5	2	32	3	2	-	36
	2%	2%	2%	2%	3%	3%	2%	2%	3%	2%	3%	2%	2%	5%	2%	2%	1%	2%	4%	1%	-	2%
														bdgi								
Prefer not to say	138	62	76	39	23	27	26	23	6	24	11	13	14	4	8	22	9	112	13	9	4	138
	8%	9%	8%	14%	7%	6%	7%	12%	6%	11%	6%	10%	11%	5%	6%	9%	6%	8%	16%	7%	5%	8%
				BCD			BCD			cf			c						AcDE			
Not Stated	88	37	50	14	9	21	19	25	8	13	17	8	12	4	6	6	6	81	2	2	3	88
	5%	5%	5%	5%	3%	5%	5%	13%	8%	6%	9%	6%	10%	5%	5%	3%	4%	6%	3%	1%	3%	5%
				b			ABCD		H	h	H	h	Hi					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
	a	b	c	d	e	f	g	h
	A	B	C	D	E	F	G	H
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
580	290	54	21	7	2	6	3	197
35%	38%	45%	18%	19%	16%	19%	5%	42%
	CDFG	CDeFG	G	G		G		CDeFG
811	448	57	89	9	2	6	8	189
49%	58%	48%	75%	27%	17%	19%	13%	40%
	BDEFGH	DEFG	ABDEFGH	g				FG
36	10	4	3	3	-	4	4	8
2%	1%	3%	3%	9%	-	12%	6%	2%
		a		AcH		ABCH	AH	
138	19	4	5	14	3	8	21	34
8%	3%	3%	4%	40%	24%	25%	34%	7%
				ABCH	ABCH	ABCH	ABCH	A
88	1	-	-	2	5	8	26	43
5%	*	-	-	6%	43%	25%	42%	9%
				ABC	ABCDH	ABCDH	ABCDH	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	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	580	95	157	128	106	58	12	105	290	123	23	-	73	107	27	62	76	562	14
	35%	43%	35%	46%	35%	45%	9%	36%	36%	35%	31%	-	40%	37%	43%	36%	37%	35%	33%
		bdF	F	BDF	F	BDF													
Private, i.e. a company set up to make a profit	811	116	273	128	178	60	22	149	406	179	30	-	79	123	27	74	109	780	25
	49%	52%	61%	46%	58%	46%	16%	50%	51%	52%	40%	-	43%	42%	43%	43%	53%	49%	61%
		F	ACEF	F	CEF	F			d	d							ABD		
Third sector, i.e. a charity or non-profit organisation (like a housing association)	36	2	7	8	5	3	9	9	13	9	3	-	3	4	3	6	4	35	1
	2%	1%	2%	3%	2%	2%	6%	3%	2%	2%	4%	-	1%	1%	4%	4%	2%	2%	2%
				a			ABD								b	b			
Prefer not to say	138	3	5	9	9	4	51	17	55	17	11	1	15	34	4	19	10	136	1
	8%	1%	1%	3%	3%	3%	38%	6%	7%	5%	15%	100%	8%	12%	6%	11%	5%	8%	3%
				b	b		ABCDE				ABC			E		E			
Not Stated	88	6	7	5	8	5	41	15	34	19	7	-	13	23	2	11	6	87	-
	5%	3%	2%	2%	3%	4%	31%	5%	4%	6%	10%	-	7%	8%	3%	6%	3%	5%	-
						b	ABCDE				B		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	Satis fied	Dissat isfied	Satis fied	Dissat isfied	Presc ription glass es	Cont act lens es	Satis fied	Dissat isfied	Conf ident	Not conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	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	580	580	-	-	-	562	17	573	5	419	70	404	15	526	29	43	537
	35%	35%	-	-	-	35%	31%	36%	17%	35%	34%	35%	41%	36%	34%	28%	36%
								B								A	
Private, i.e. a company set up to make a profit	811	811	-	-	-	785	24	790	14	590	117	578	14	708	42	87	723
	49%	49%	-	-	-	49%	43%	49%	47%	50%	57% a	50%	40%	49%	49%	56% b	48%
Third sector, i.e. a charity or non-profit organisation (like a housing association)	36	36	-	-	-	36	-	35	1	31	2	30	1	29	4	12	25
	2%	2%	-	-	-	2%	-	2%	3%	3%	1%	3%	3%	2%	5% a	7% B	2%
Prefer not to say	138	138	-	-	-	126	12	129	9	97	10	91	3	117	8	12	126
	8%	8%	-	-	-	8%	21% A	8%	29% A	8%	5%	8%	9%	8%	9%	8%	8%
Not Stated	88	88	-	-	-	84	3	84	1	48	5	46	3	80	3	1	87
	5%	5%	-	-	-	5%	5%	5%	3%	4%	3%	4%	8%	5%	3%	1%	6% 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	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	580	538	4	27	6	1	38	75	132	419	70	66	97	370	50	4
	35%	36%	24%	29%	37%	14%	29%	29%	35%	35%	34%	32%	35%	35%	34%	23%
		f														
Private, i.e. a company set up to make a profit	811	731	10	51	6	5	72	155	202	590	117	108	123	510	84	10
	49%	49%	54%	55%	37%	72%	54%	61%	54%	50%	57%	53%	44%	49%	58%	54%
								b		d	aD	d			A	
Third sector, i.e. a charity or non-profit organisation (like a housing association)	36	32	1	1	2	-	4	5	8	31	2	2	3	30	1	1
	2%	2%	6%	1%	12%	-	3%	2%	2%	3%	1%	1%	1%	3%	1%	5%
					ACf											b
Prefer not to say	138	104	2	8	1	1	12	10	23	97	10	14	31	89	5	2
	8%	7%	11%	9%	7%	14%	9%	4%	6%	8%	5%	7%	11%	9%	4%	11%
													B	B		
Not Stated	88	78	1	5	1	-	7	10	11	48	5	15	25	44	5	1
	5%	5%	6%	5%	6%	-	5%	4%	3%	4%	3%	7%	9%	4%	4%	7%
												AB	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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1387	619	768	209	216	397	379	187	83	190	156	108	103	72	102	204	130	1149	67	106	65	1387
	84%	86%	82%	75%	60%	90%	98%	98%	85%	84%	81%	81%	82%	80%	78%	86%	92%	84%	83%	88%	83%	84%
		B		B		AB	ABC	ABC								G aBCDEFGh						
1	158	60	98	39	84	30	5	1	10	19	24	17	13	8	14	22	6	133	10	8	6	158
	10%	8%	10%	14%	23%	7%	1%	1%	10%	8%	12%	13%	10%	9%	11%	9%	4%	10%	12%	7%	8%	10%
				CDE	ACDE	DE			i		I	I	I		I	i						
2	81	30	51	22	50	6	2	-	3	14	9	6	7	6	11	6	5	68	2	5	6	81
	5%	4%	5%	8%	14%	1%	*	-	3%	6%	5%	5%	6%	7%	8%	3%	4%	5%	3%	4%	8%	5%
				CDE	ACDE					h				h	Hi							
3	15	4	11	6	6	3	-	-	-	3	2	2	1	2	2	2	-	14	-	1	-	15
	1%	1%	1%	2%	2%	1%	-	-	-	1%	1%	1%	1%	2%	2%	1%	-	1%	-	1%	-	1%
				cDe	De	d								i								
4+	1	-	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	1	-	-	-	1
	*	-	*	-	*	-	-	-	-	-	-	-	-	1%	-	-	-	*	-	-	-	*
Don't know / refused	10	4	6	1	1	3	3	2	1	-	2	-	1	1	1	2	-	8	1	-	1	10
	1%	1%	1%	*	*	1%	1%	1%	1%	-	1%	-	1%	1%	1%	1%	-	1%	2%	-	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

## 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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1387	585	94	105	29	10	15	55	467
84%	76%	80%	89%	82%	83%	46%	89%	99%
	F	F	AbF	F	F		AF	ABCDEFG
158	111	14	12	4	2	8	4	3
10%	14%	12%	10%	12%	17%	26%	6%	1%
	gH	H	H	H	H	abCGH	H	
81	60	10	1	2	-	6	1	1
5%	8%	9%	1%	6%	-	19%	2%	*
	CgH	CgH		cH		AbCGH	h	
15	11	-	-	-	-	2	2	-
1%	1%	-	-	-	-	6%	3%	-
	H					ABCH	BCH	
1	-	-	-	-	-	1	-	-
*	-	-	-	-	-	3%		
						AbCH		
10	2	-	-	-	-	-	-	-
1%	*	-	-	-	-	-	-	-

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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1387	192	348	244	262	109	123	234	680	301	63	1	161	255	55	154	161	1351	30
	84%	87%	77%	88%	86%	84%	90%	79%	85%	87%	85%	100%	88%	87%	87%	90%	79%	84%	73%
		B		B	B		B		A	A			E	E		E		B	
1	158	18	65	22	25	14	7	37	76	28	6	-	10	24	5	9	27	148	7
	10%	8%	14%	8%	8%	11%	5%	12%	10%	8%	8%	-	5%	8%	8%	5%	13%	9%	17%
			ACDF			f		c									AbD	a	
2	81	11	31	10	14	6	4	17	40	13	4	-	11	11	2	6	14	78	3
	5%	5%	7%	4%	5%	5%	3%	6%	5%	4%	5%	-	6%	4%	3%	3%	7%	5%	7%
			cf																
3	15	1	6	1	5	-	2	5	3	3	1	-	2	2	1	2	3	14	-
	1%	*	1%	*	2%	-	1%	2%	*	1%	1%	-	1%	1%	2%	1%	2%	1%	-
								B											
4+	1	-	-	-	-	1	-	1	-	-	-	-	-	-	-	-	-	-	1
	*	-	-	-	-	1%	-	*	-	-	-	-	-	-	-	-	-	-	2%
						b		b										A	
Don't know / refused	10	-	-	-	-	-	-	1	-	1	-	-	-	-	-	-	-	10	-
	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

### 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%																	
Unweighted Total	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1387	1387	-	-	-	1336	48	1349	26	1012	149	975	30	1215	72	106	1281
	84%	84%	-	-	-	84%	86%	84%	90%	85% B	73%	85%	83%	83%	84%	69%	86% A
1	158	158	-	-	-	154	4	157	1	106	29	106	4	144	8	30	127
	10%	10%	-	-	-	10%	7%	10%	3%	9%	14% A	9%	11%	10%	9%	20% B	9%
2	81	81	-	-	-	78	3	79	2	52	19	55	-	77	4	14	67
	5%	5%	-	-	-	5%	5%	5%	7%	4%	9% A	5%	-	5%	5%	9% B	4%
3	15	15	-	-	-	14	1	15	-	9	5	7	2	14	1	4	11
	1%	1%	-	-	-	1%	2%	1%	-	1%	2% A	1%	6% A	1%	1%	3% B	1%
4+	1	1	-	-	-	1	-	1	-	-	-	-	-	1	-	-	1
	*	*	-	-	-	*	-	*	-	-	-	-	-	*	-	-	*
Don't know / refused	10	10	-	-	-	10	-	10	-	6	2	5	-	8	1	-	10
	1%	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

## 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1387	1279	11	57	13	3	84	-	273	1012	149	182	211	900	108	16
	84%	86%	62%	62%	81%	44%	63%	-	73%	85%	73%	89%	75%	86%	75%	89%
		BCEF			e				A	BD		BD		B		
1	158	129	4	17	1	4	26	158	67	106	29	15	37	90	20	1
	10%	9%	22%	18%	6%	56%	20%	62%	18%	9%	14%	7%	13%	9%	14%	6%
			a	A		ACDF	A	B			AC		AC		A	
2	81	65	2	12	2	-	16	81	30	52	19	5	24	44	10	-
	5%	4%	11%	13%	13%	-	12%	32%	8%	4%	9%	2%	8%	4%	7%	-
				A			A	B			AC		AC			
3	15	8	1	6	-	-	7	15	5	9	5	2	4	4	5	1
	1%	1%	6%	7%	-	-	5%	6%	1%	1%	2%	1%	1%	*	3%	5%
			A	A			A	B			A				A	A
4+	1	1	-	-	-	-	-	1	1	-	-	-	1	-	-	-
	*	*	-	-	-	-	-	*	*	-	-	-	*	-	-	-
													A			
Don't know / refused	10	2	-	-	-	-	-	-	-	6	2	1	3	4	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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1265	562	703	190	211	309	374	181	77	177	139	105	92	68	97	185	116	1056	56	89	65	1265
	77%	78%	75%	69%	59%	70%	96%	95%	79%	78%	72%	78%	74%	76%	74%	79%	82%	77%	69%	74%	83%	77%
				B		B	ABC	ABC									Ceg	b			B	
1	233	87	146	63	81	78	8	3	11	29	38	20	19	12	19	34	12	193	15	18	8	233
	14%	12%	16%	23%	23%	18%	2%	2%	11%	13%	19%	15%	15%	13%	14%	14%	8%	14%	18%	15%	10%	14%
			A	DE	cDE	DE					abl	i	i			i						
2	113	49	64	17	50	40	4	2	8	11	13	7	10	7	13	12	8	89	8	12	4	113
	7%	7%	7%	6%	14%	9%	1%	1%	8%	5%	7%	5%	8%	8%	10%	5%	6%	6%	10%	10%	5%	7%
				DE	ACDE	DE									bh							
3	23	12	11	5	11	7	-	-	1	5	1	2	3	1	-	3	5	21	1	-	1	23
	1%	2%	1%	2%	3%	2%	-	-	1%	2%	*	1%	2%	1%	-	1%	4%	2%	2%	-	1%	1%
				De	DE	D					g		g			CG						
4+	7	2	5	1	4	2	-	-	-	3	1	-	-	1	1	-	-	6	-	1	-	7
	*	*	1%	*	1%	*	-	-	-	1%	*	-	-	1%	1%	-	-	*	-	1%	-	*
					D					h												
Don't know / refused	11	5	6	1	1	3	3	3	1	1	2	-	1	1	1	2	-	9	1	-	1	11
	1%	1%	1%	*	*	1%	1%	2%	1%	1%	1%	-	1%	1%	1%	1%	-	1%	2%	-	1%	1%
							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

## 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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
1265	509	84	86	21	11	23	49	456
77%	66%	71%	73%	60%	92%	72%	79%	97%
					ad		Ad	ABCDFG
233	162	21	15	10	1	6	9	8
14%	21%	18%	12%	28%	8%	19%	15%	2%
	CH	H	H	CH	h	H	H	
113	79	11	9	2	-	2	4	6
7%	10%	9%	7%	6%	-	6%	6%	1%
	H	H	H	H		H	H	
23	14	2	6	1	-	-	-	-
1%	2%	2%	5%	3%	-	-	-	-
	H	H	AgH	H				
7	3	-	2	1	-	1	-	-
*	*	-	2%	3%	-	3%	-	-
			aH	AbH		AbH		
11	2	-	-	-	-	-	-	1
1%	*	-	-	-	-	-	-	*

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
		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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1265	161	334	219	235	102	120	206	628	260	59	1	146	227	54	146	146	1226	31
	77%	73%	74%	79%	77%	78%	88%	70%	79%	75%	80%	100%	80%	78%	86%	85%	71%	77%	76%
				a			ABCDE		A		a		e	e	E	bE			
1	233	37	70	40	39	19	10	64	102	46	9	-	21	47	6	17	35	226	5
	14%	17%	16%	14%	13%	15%	7%	22%	13%	13%	12%	-	12%	16%	10%	10%	17%	14%	12%
		F	F	F		f		BCd						d		D			
2	113	22	35	14	26	5	5	17	54	33	4	-	13	14	3	7	21	109	3
	7%	10%	8%	5%	8%	4%	4%	6%	7%	9%	5%	-	7%	5%	5%	4%	10%	7%	7%
		CEF	f		ef					a							BD		
3	23	2	8	2	6	2	-	5	10	6	1	-	2	3	-	1	1	21	2
	1%	1%	2%	1%	2%	2%	-	2%	1%	2%	1%	-	1%	1%	-	1%	*	1%	5% a
4+	7	-	1	2	1	2	1	2	3	1	1	-	1	-	-	1	2	7	-
	*	-	*	1%	*	2%	1%	1%	*	*	1%	-	1%	-	-	1%	1%	*	-
						ab											b		
Don't know / refused	11	-	1	-	-	-	-	1	1	1	-	-	-	-	-	-	-	11	-
	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

## 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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
None	1265	1265	-	-	-	1216	45	1234	22	926	160	900	30	1113	63	116	1150
	77%	77%	-	-	-	76%	80%	77%	76%	78%	78%	78%	83%	76%	73%	75%	77%
1	233	233	-	-	-	226	7	226	5	146	25	140	4	214	10	25	208
	14%	14%	-	-	-	14%	12%	14%	17%	12%	12%	12%	11%	15%	11%	16%	14%
2	113	113	-	-	-	109	4	110	2	84	13	81	2	98	10	11	102
	7%	7%	-	-	-	7%	7%	7%	7%	7%	6%	7%	6%	7%	12% a	7%	7%
3	23	23	-	-	-	23	-	23	-	14	2	15	-	19	1	-	23
	1%	1%	-	-	-	1%	-	1%	-	1%	1%	1%	-	1%	1%	-	2%
4+	7	7	-	-	-	7	-	6	-	6	2	5	-	6	1	2	5
	*	*	-	-	-	*	-	*	-	1%	1%	*	-	*	1%	1% b	*
Don't know / refused	11	11	-	-	-	11	-	11	-	7	2	6	-	9	1	1	10
	1%	1%	-	-	-	1%	-	1%	-	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

## I. How many children are there in the household aged 9 to 18?

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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18	
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18	
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
None	1265	1162	8	58	9	5	80	152	-	926	160	161	190	818	115	15	
	77%	78%	44%	63%	56%	72%	60%	60%	-	78%	78%	79%	68%	78%	79%	84%	
		BCDF						B		D	D	D					
1	233	199	6	19	5	1	31	71	233	146	25	25	62	128	17	1	
	14%	13%	33%	21%	31%	14%	23%	28%	62%	12%	12%	12%	22%	12%	12%	5%	
			A	a	A		A		A				ABC				
2	113	98	3	10	1	1	15	26	113	84	13	15	16	73	10	1	
	7%	7%	16%	11%	6%	14%	11%	10%	30%	7%	6%	7%	6%	7%	7%	5%	
							A		A								
3	23	18	1	3	-	-	4	3	23	14	2	1	7	14	1	-	
	1%	1%	7%	3%	-	-	3%	1%	6%	1%	1%	*	3%	1%	1%	-	
			A				a		A				ac				
4+	7	4	-	2	1	-	3	3	7	6	2	2	1	4	1	1	
	*	*	-	2%	6%	-	2%	1%	2%	1%	1%	1%	*	*	1%	5%	
				A	A		A									A	
Don't know / refused	11	3	-	-	-	-	-	-	-	7	2	1	3	5	1	-	
	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

**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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	376	162	214	36	74	103	100	62	24	50	41	36	27	20	23	48	37	306	23	32	15	376
	23%	23%	23%	13%	21%	24%	26%	33%	25%	22%	21%	27%	21%	22%	17%	20%	26%	22%	28%	27%	19%	23%
					A	A	A	ABCd				g				g						
No	1221	532	690	235	278	321	272	116	69	167	143	96	91	67	103	180	99	1016	58	86	61	1221
	74%	74%	74%	85%	78%	73%	70%	61%	71%	74%	74%	72%	73%	74%	79%	76%	71%	74%	72%	72%	78%	74%
				BCDE	DE	E	E															
Prefer not to say	56	23	32	6	6	14	17	13	4	10	10	1	7	3	4	8	4	51	-	2	3	56
	3%	3%	3%	2%	2%	3%	4%	7%	4%	4%	5%	1%	6%	3%	3%	3%	3%	4%	-	1%	3%	3%
							B	ABc	d	d	D		D				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

**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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
376	105	26	22	10	7	12	43	145
23%	14%	22%	19%	28%	57%	38%	70%	31%
		A		A	ABCdh	AbC	ABCDfH	AbC
1221	652	88	94	25	5	20	18	308
74%	85%	75%	79%	69%	43%	62%	29%	65%
	BDEFGH	EGh	EFGH	G		G		G
56	11	4	2	1	-	-	1	19
3%	1%	3%	2%	3%	-	-	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

	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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent	
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	376	41	71	54	78	29	75	51	184	86	29	1	42	106	17	59	58	370	5
	23%	18%	16%	20%	25%	23%	56%	17%	23%	25%	39%	100%	23%	36%	28%	34%	28%	23%	12%
				aBc	b	ABCDE		A	A	ABC			Ae		A		b		
No	1221	177	373	219	225	96	57	242	605	255	44	-	139	182	45	111	145	1179	34
	74%	80%	83%	79%	73%	74%	42%	82%	76%	74%	60%	-	76%	63%	71%	65%	71%	74%	83%
		dF	DEF	F	F	F		BCD	D	D			BD			b			
Prefer not to say	56	4	6	4	4	5	3	2	9	5	1	-	2	3	1	1	2	52	2
	3%	2%	1%	1%	1%	4%	2%	1%	1%	1%	1%	-	1%	1%	2%	1%	1%	3%	5%
					b														

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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	376	376	-	-	-	356	17	365	9	277	25	260	13	334	17	36	340
	23%	23%	-	-	-	22%	30%	23%	31%	23%	12%	23%	35%	23%	20%	23%	23%
										B			a				
No	1221	1221	-	-	-	1184	36	1194	17	869	176	853	22	1081	66	117	1105
	74%	74%	-	-	-	74%	65%	74%	59%	73%	86%	74%	60%	74%	77%	75%	74%
								b			A		B				
Prefer not to say	56	56	-	-	-	53	3	52	3	38	3	35	2	44	3	2	54
	3%	3%	-	-	-	3%	5%	3%	10%	3%	1%	3%	5%	3%	3%	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		
		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%	Total	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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Yes	376	353	3	16	-	2	21	46	74	277	25	60	50	259	15	4
	23%	24%	17%	17%	-	30%	16%	18%	20%	23%	12%	29%	18%	25%	10%	22%
		DF	d	d		D	d			BD		aBD	b	B		
No	1221	1091	15	76	15	5	111	208	299	869	176	140	218	747	129	14
	74%	74%	83%	83%	93%	70%	83%	82%	79%	73%	86%	68%	78%	72%	89%	78%
				a	a		A				ACD		C		A	
Prefer not to say	56	40	-	-	1	-	1	1	3	38	3	5	13	36	1	-
	3%	3%	-	-	7%	-	1%	*	1%	3%	1%	2%	4%	3%	1%	-
					Cf								b	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	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
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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	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	295	149	146	73	81	48	51	41	21	34	39	23	25	17	17	38	26	241	19	20	15	295
	18%	21%	16%	26%	23%	11%	13%	22%	22%	15%	20%	18%	20%	19%	13%	16%	19%	18%	24%	17%	19%	18%
		B		CD	CD		CD		g		g											
Short sighted	798	320	478	138	185	231	191	54	42	98	87	68	59	42	77	118	60	651	42	65	40	798
	48%	45%	51%	50%	52%	53%	49%	28%	43%	43%	45%	51%	47%	47%	59%	50%	42%	47%	52%	54%	51%	48%
		A		E	E	E	E							ABCefhl								
Long sighted	346	143	203	35	61	112	95	42	23	51	45	27	23	20	20	52	31	292	11	29	14	346
	21%	20%	22%	13%	17%	26%	24%	22%	23%	23%	23%	20%	18%	22%	16%	22%	22%	21%	14%	24%	18%	21%
						AB	AB	A			g									b		
Partially sighted	74	42	32	10	9	19	18	18	2	12	11	7	4	5	6	8	10	66	4	4	1	74
	4%	6%	3%	4%	3%	4%	5%	10%	2%	5%	6%	5%	3%	6%	5%	3%	7%	5%	5%	3%	1%	4%
		B					ABCD									ah						
Registered blind	1	1	-	1	-	-	-	-	-	1	-	-	-	-	-	-	-	1	-	-	-	1
	*	*	-	*	-	-	-	-	-	*	-	-	-	-	-	-	-	*	-	-	-	*
Prefer not to say	138	61	77	20	21	28	34	35	9	30	12	8	15	6	10	19	13	123	4	2	9	138
	8%	9%	8%	7%	6%	6%	9%	19%	9%	13%	6%	6%	12%	7%	8%	8%	10%	9%	5%	2%	11%	8%
							ABCD			CDh			d					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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
295	149	13	21	11	1	8	9	79
18%	19%	11%	18%	32%	9%	25%	15%	17%
	B			aBcgH		B		
798	396	63	60	16	9	17	30	202
48%	52%	53%	51%	46%	75%	53%	49%	43%
	H	H			dH			
346	158	34	25	3	1	5	9	107
21%	21%	29%	21%	9%	8%	16%	14%	23%
	d	ADG	d					d
74	23	3	7	2	1	-	5	31
4%	3%	2%	6%	6%	8%	-	8%	7%
							Ab	Ab
1	-	-	-	-	-	-	-	1
*	-	-	-	-	-	-	-	*
138	42	5	5	3	-	2	9	52
8%	6%	4%	4%	9%	-	6%	15%	11%
							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 degen eration	Cataracts	Astigmatism	Confid ent	Not confid ent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
20:20 vision	295	37	81	44	66	20	21	295	-	-	-	-	31	49	8	22	22	280	10
	18%	16%	18%	16%	22%	16%	15%	100%	-	-	-	-	17%	17%	13%	13%	11%	18%	24%
					c			BCD					e	e					
Short sighted	798	114	231	161	130	61	66	-	798	-	-	-	92	140	32	88	123	778	19
	48%	51%	51%	58%	42%	47%	48%	-	100%	-	-	-	50%	48%	51%	51%	60%	49%	47%
		D	D	bDEf					ACD								aBd		
Long sighted	346	50	97	49	76	30	20	-	-	346	-	-	42	62	6	38	43	338	5
	21%	22%	22%	18%	25%	23%	15%	-	-	100%	-	-	23%	21%	9%	22%	21%	21%	12%
		f	f		CF	f				ABD			C	C		C	C		
Partially sighted	74	12	17	10	15	5	9	-	-	-	74	-	9	18	13	13	7	71	3
	4%	5%	4%	4%	5%	4%	7%	-	-	-	100%	-	5%	6%	20%	8%	4%	4%	7%
											ABC				ABDE	e			
Registered blind	1	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	-
	*	-	*	-	-	-	-	-	-	-	-	100%	-	-	-	-	-	*	-
Prefer not to say	138	10	22	12	19	14	20	-	-	-	-	-	9	22	4	10	10	132	4
	8%	5%	5%	4%	6%	10%	15%	-	-	-	-	-	5%	8%	7%	6%	5%	8%	10%
						ABC	ABCD												

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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
20:20 vision	295	295	-	-	-	285	11	289	5	93	5	91	2	272	13	26	269
	18%	18%	-	-	-	18%	19%	18%	17%	B	3%	8%	5%	19%	15%	17%	18%
Short sighted	798	798	-	-	-	772	25	778	13	689	157	670	21	702	42	75	723
	48%	48%	-	-	-	48%	45%	48%	44%	58%	77%	58%	59%	48%	48%	48%	48%
										A							
Long sighted	346	346	-	-	-	335	10	341	5	261	30	256	7	304	23	36	310
	21%	21%	-	-	-	21%	17%	21%	17%	22%	15%	22%	20%	21%	27%	23%	21%
										B							
Partially sighted	74	74	-	-	-	69	5	71	1	50	8	48	2	64	3	7	67
	4%	4%	-	-	-	4%	8%	4%	3%	4%	4%	4%	5%	4%	3%	5%	4%
Registered blind	1	1	-	-	-	1	-	1	-	-	-	-	-	-	1	-	1
	*	*	-	-	-	*	-	*	-	-	-	-	-	-	1%	-	*
														A			
Prefer not to say	138	138	-	-	-	132	5	131	5	92	3	82	4	118	4	11	127
	8%	8%	-	-	-	8%	10%	8%	18%	8%	1%	7%	11%	8%	5%	7%	8%
								a		B							

Columns Tested: A,B,C,D - 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
20:20 vision	295	269	2	16	3	1	22	60	88	93	5	36	168	90	3	2
	18%	18%	11%	17%	19%	14%	16%	24%	23%	8%	3%	18%	60%	9%	2%	11%
										B		AB	ABC	B		B
Short sighted	798	720	9	52	6	3	70	118	169	689	157	75	40	580	114	7
	48%	49%	51%	57%	36%	42%	53%	46%	45%	58%	77%	37%	14%	56%	79%	38%
										CD	ACD	D			AC	
Long sighted	346	321	3	14	3	1	21	44	85	261	30	60	29	239	24	3
	21%	22%	16%	15%	18%	14%	16%	17%	23%	22%	15%	29%	10%	23%	16%	16%
										BD		ABD		b		
Partially sighted	74	62	2	7	1	1	11	11	15	50	8	10	14	46	4	3
	4%	4%	11%	8%	6%	16%	8%	4%	4%	4%	4%	5%	5%	4%	3%	16%
							A									AB
Registered blind	1	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-
	*	*	-	-	-	-	-	-	-	-	-	-	*	-	-	-
													A			
Prefer not to say	138	110	2	3	3	1	9	21	19	92	3	23	27	88	-	3
	8%	7%	11%	3%	20%	14%	7%	8%	5%	8%	1%	11%	10%	8%	-	19%
					aCf					B		aB	B	B		B

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	32	15	17	2	2	6	11	11	1	6	3	-	-	3	1	7	3	24	3	5	-	32
	2%	2%	2%	1%	1%	1%	3%	6%	1%	3%	2%	-	-	3%	1%	3%	2%	2%	4%	4%	-	2%
							aBc	ABcd		de				DE		De	d		d	ad		
Diabetes	137	77	59	7	18	27	50	34	4	16	23	15	8	6	13	16	9	109	7	13	7	137
	8%	11%	6%	3%	5%	6%	13%	18%	4%	7%	12%	11%	6%	6%	10%	7%	6%	8%	9%	11%	8%	8%
		B				A	ABC	ABC			Abhi	a										
Macular degeneration	23	9	14	1	3	3	5	11	-	5	1	-	2	-	3	4	3	19	2	1	1	23
	1%	1%	1%	*	1%	1%	1%	6%	-	2%	1%	-	2%	-	2%	2%	2%	1%	3%	1%	1%	1%
							ABCD			d					d	d						
Cataracts	81	24	58	2	1	7	38	33	7	5	4	9	4	5	4	14	15	67	5	4	4	81
	5%	3%	6%	1%	*	2%	10%	17%	7%	2%	2%	7%	3%	6%	3%	6%	10%	5%	7%	3%	6%	5%
			A			b	ABC	ABCD	BC			BC				Bc	BCEG					
Astigmatism	161	60	101	24	46	52	24	15	5	20	16	22	8	7	17	23	17	134	5	16	7	161
	10%	8%	11%	9%	13%	12%	6%	8%	5%	9%	8%	16%	6%	8%	13%	10%	12%	10%	6%	13%	9%	10%
				aDe	D						ABCEfh				Ae		ae					
Prefer not to say	31	16	15	6	7	7	5	7	2	3	4	2	2	1	7	7	2	31	-	-	1	31
	2%	2%	2%	2%	2%	2%	1%	4%	2%	1%	2%	2%	2%	1%	6%	3%	1%	2%	-	-	1%	2%
							d								Bcdefi			c				
None	1242	532	709	240	284	345	273	100	80	173	145	94	103	71	90	176	102	1035	63	84	59	1242
	75%	74%	76%	87%	79%	79%	70%	53%	82%	77%	75%	70%	82%	79%	69%	75%	73%	75%	78%	70%	75%	75%
				BCDE	DE	DE	E		DGi				DGhi									

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

## L. Do you personally suffer from any of the following? And how about any of your family members?

## a) Personally

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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
32	7	1	2	-	-	-	-	22
2%	1%	1%	2%	-	-	-	-	5%
								Abg
137	31	5	6	1	4	3	12	74
8%	4%	4%	5%	3%	34%	9%	19%	16%
					ABCDfh		ABCD	ABCD
23	5	1	1	-	-	-	1	14
1%	1%	1%	1%	-	-	-	2%	3%
								A
81	10	2	-	1	-	-	2	66
5%	1%	2%	-	3%	-	-	3%	14%
				c			c	ABCDfG
161	90	11	15	2	2	4	5	32
10%	12%	9%	13%	6%	17%	13%	8%	7%
	H		H					
31	9	2	2	-	-	-	1	5
2%	1%	2%	2%	-	-	-	2%	1%
1242	624	100	94	31	7	25	47	293
75%	81%	85%	80%	88%	58%	78%	75%	62%
	EH	EgH	eH	EH		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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	32	8	11	1	5	2	4	4	13	8	6	-	32	6	4	7	5	30	2
	2%	4%	3%	*	2%	1%	3%	1%	2%	2%	8%	-	17%	2%	7%	4%	2%	2%	5%
		C	C				C				ABC		BCDE		be				
Diabetes	137	14	32	19	21	7	30	22	63	25	12	-	7	137	9	20	16	133	2
	8%	6%	7%	7%	7%	5%	22%	8%	8%	7%	17%	-	4%	47%	14%	12%	8%	8%	5%
							ABCDE				ABC			ACDE	A	A	a		
Macular degeneration	23	2	9	3	4	-	2	5	7	-	8	-	4	7	23	5	3	22	1
	1%	1%	2%	1%	1%	-	2%	2%	1%	-	10%	-	2%	2%	36%	3%	1%	1%	2%
		e						C	c		ABC				ABDE				
Cataracts	81	13	17	13	22	4	11	13	36	19	7	-	16	19	7	81	14	81	-
	5%	6%	4%	5%	7%	3%	8%	4%	5%	5%	9%	-	9%	6%	11%	47%	7%	5%	-
					B		be				ab					ABCE			
Astigmatism	161	28	67	26	14	10	12	12	106	31	6	-	26	32	11	25	161	152	9
	10%	13%	15%	9%	5%	8%	9%	4%	13%	9%	7%	-	14%	11%	18%	15%	79%	9%	21%
		D	CDEf	D			d		AC	A							ABCD		A
Prefer not to say	31	1	4	-	3	3	3	2	2	3	-	-	-	-	-	-	-	29	2
	2%	*	1%	-	1%	2%	2%	1%	*	1%	-	-	-	-	-	-	-	2%	5%
					c	C	aC												
None	1242	160	329	217	250	107	86	244	598	267	44	1	119	130	28	71	39	1206	27
	75%	72%	73%	78%	82%	82%	63%	83%	75%	77%	59%	100%	65%	45%	44%	41%	19%	75%	67%
		F		aF	ABF	ABF		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

											Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions								
	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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	32	32	-	-	-	29	2	31	-	25	3	22	2	31	-	4	28
	2%	2%	-	-	-	2%	3%	2%	-	2%	1%	2%	5%	2%	-	3%	2%
Diabetes	137	137	-	-	-	134	1	135	2	107	6	103	1	118	4	17	120
	8%	8%	-	-	-	8%	2%	8%	7%	9%	3%	9%	2%	8%	4%	11%	8%
						b				B							
Macular degeneration	23	23	-	-	-	22	1	23	-	19	1	16	3	19	1	2	21
	1%	1%	-	-	-	1%	2%	1%	-	2%	*	1%	8%	1%	1%	1%	1%
													A				
Cataracts	81	81	-	-	-	80	1	80	1	72	5	70	2	73	1	6	75
	5%	5%	-	-	-	5%	2%	5%	3%	6%	2%	6%	6%	5%	1%	4%	5%
										B							
Astigmatism	161	161	-	-	-	153	8	157	5	147	48	143	6	139	10	21	140
	10%	10%	-	-	-	10%	14%	10%	16%	12%	24%	12%	18%	10%	11%	14%	9%
										A						b	
Prefer not to say	31	31	-	-	-	26	5	25	4	19	3	19	1	27	2	3	28
	2%	2%	-	-	-	2%	9%	2%	14%	2%	1%	2%	3%	2%	2%	2%	2%
						A		A									
None	1242	1242	-	-	-	1199	42	1213	20	845	145	822	23	1101	70	108	1134
	75%	75%	-	-	-	75%	75%	75%	67%	71%	71%	72%	63%	75%	82%	70%	76%

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) 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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	32	32	-	-	-	-	-	2	3	25	3	5	4	22	2	-
	2%	2%	-	-	-	-	-	1%	1%	2%	1%	3%	2%	2%	1%	-
		f														
Diabetes	137	130	-	6	-	1	7	11	23	107	6	18	15	100	5	1
	8%	9%	-	6%	-	16%	5%	4%	6%	9%	3%	9%	5%	10%	3%	5%
						b				BD		B		B		
Macular degeneration	23	22	-	1	-	-	1	1	2	19	1	3	2	18	1	-
	1%	1%	-	1%	-	-	1%	*	1%	2%	*	2%	1%	2%	1%	-
Cataracts	81	78	-	1	1	1	3	2	9	72	5	4	6	70	2	-
	5%	5%	-	1%	6%	16%	2%	1%	2%	6%	2%	2%	2%	7%	1%	-
		c				bCF				BCD				B		
Astigmatism	161	150	-	9	-	2	11	36	45	147	48	11	5	118	31	1
	10%	10%	-	10%	-	30%	9%	14%	12%	12%	24%	6%	2%	11%	22%	5%
						aBDf				CD	ACD	D			A	
Prefer not to say	31	15	-	4	1	-	5	3	3	19	3	4	10	19	1	-
	2%	1%	-	4%	7%	-	4%	1%	1%	2%	1%	2%	3%	2%	1%	-
				A	A		A						A			
None	1242	1109	18	71	14	5	108	204	299	845	145	165	241	738	109	16
	75%	75%	100%	77%	86%	70%	81%	80%	80%	71%	71%	81%	86%	71%	75%	89%
			ACEF									AB	AB			a

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	158	60	98	20	34	51	39	13	9	22	17	11	11	12	15	26	15	136	6	12	4	158
	10%	8%	10%	7%	9%	12%	10%	7%	9%	10%	9%	8%	9%	13%	11%	11%	10%	10%	8%	10%	5%	10%
					a																	
Diabetes	188	87	101	40	47	50	36	15	10	27	29	9	23	5	14	34	11	161	10	11	6	188
	11%	12%	11%	14%	13%	11%	9%	8%	10%	12%	15%	7%	18%	5%	11%	14%	8%	12%	12%	9%	8%	11%
				DE	de					f	DFI		abDFgl			DFi						
Macular degeneration	42	18	24	5	7	13	12	5	2	4	8	5	1	3	4	7	6	40	-	2	1	42
	3%	3%	3%	2%	2%	3%	3%	2%	2%	2%	4%	4%	1%	3%	3%	3%	4%	3%	-	2%	1%	3%
						e					e					e						
Cataracts	100	41	58	19	23	27	21	9	6	13	18	11	4	2	10	21	4	89	3	5	3	100
	6%	6%	6%	7%	7%	6%	5%	5%	6%	6%	9%	8%	3%	2%	8%	9%	3%	6%	4%	4%	4%	6%
						EFI					efl				fi	EFI						
Astigmatism	82	27	55	13	25	24	14	6	6	13	7	6	6	7	7	11	7	70	3	5	5	82
	5%	4%	6%	5%	7%	5%	4%	3%	6%	6%	4%	5%	5%	8%	5%	5%	5%	5%	4%	4%	6%	5%
			A		De																	
Prefer not to say	39	19	20	12	8	6	6	8	2	5	5	3	2	1	6	8	3	36	3	-	1	39
	2%	3%	2%	4%	2%	1%	1%	4%	2%	2%	3%	2%	2%	1%	5%	3%	2%	3%	3%	-	1%	2%
				CD				CD										c	C			c
None	1160	517	643	191	240	301	284	144	69	162	127	96	87	65	85	159	99	949	58	90	63	1160
	70%	72%	69%	69%	67%	69%	73%	75%	71%	71%	66%	72%	69%	73%	65%	67%	70%	69%	72%	75%	80%	70%
					b		b														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

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.	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
158	77	8	13	2	1	2	6	47
10%	10%	7%	11%	6%	9%	6%	9%	10%
188	87	13	15	2	4	8	9	47
11%	11%	11%	13%	6%	33%	25%	15%	10%
					ABcDH	ABDH		
42	20	2	5	-	-	-	1	14
3%	3%	2%	4%	-	-	-	2%	3%
100	39	9	9	3	-	-	7	31
6%	5%	8%	7%	10%	-	-	11%	7%
				f			AF	
82	49	5	5	2	1	2	2	14
5%	6%	5%	4%	6%	8%	6%	3%	3%
	H							
39	12	2	1	2	-	-	1	6
2%	2%	2%	1%	7%	-	-	2%	1%
				ACH				
1160	538	84	82	25	6	22	42	346
70%	70%	71%	69%	69%	49%	69%	67%	73%
								e

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

	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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	158	20	53	26	28	11	12	29	81	36	4	-	158	31	9	32	27	155	3
	10%	9%	12%	9%	9%	8%	9%	10%	10%	10%	5%	-	86%	10%	14%	19%	13%	10%	7%
													BCDE			B			
Diabetes	188	23	48	33	29	18	26	32	93	43	8	-	33	188	15	35	30	180	6
	11%	10%	11%	12%	10%	14%	19%	11%	12%	13%	11%	-	18%	64%	24%	20%	15%	11%	14%
							ABcD							ACDE	e				
Macular degeneration	42	7	18	5	5	3	1	3	25	6	7	-	9	13	42	16	15	42	-
	3%	3%	4%	2%	2%	2%	1%	1%	3%	2%	10%	-	5%	4%	67%	9%	7%	3%	-
			cdf						a		ABC				ABDE	B			
Cataracts	100	16	29	16	11	7	14	10	58	20	7	-	26	32	14	100	20	97	2
	6%	7%	6%	6%	4%	5%	10%	3%	7%	6%	10%	-	14%	11%	23%	58%	10%	6%	5%
		d					cD		A		A				BE	ABCE			
Astigmatism	82	10	31	12	9	8	8	12	36	24	4	-	7	17	9	15	82	78	4
	5%	4%	7%	4%	3%	6%	6%	4%	4%	7%	6%	-	4%	6%	14%	9%	40%	5%	10%
			D												AB	A	ABCD		
Prefer not to say	39	2	4	2	3	4	3	5	6	2	-	-	-	-	-	-	1	37	2
	2%	1%	1%	1%	1%	3%	2%	2%	1%	1%	-	-	-	-	-	-	*	2%	5%
						b													
None	1160	162	302	199	234	89	88	219	554	243	56	1	21	94	17	53	77	1125	26
	70%	73%	67%	72%	76%	69%	65%	74%	69%	70%	75%	100%	11%	32%	28%	31%	37%	70%	64%
					BeF									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

L. Do you personally suffer from any of the following? And how about any of your family members?

## b) Family members

Base: All Respondents

											Satisfaction with purchasing corrective solutions		Confidence in effective regulation		Awareness of GOC		
	Last time visited an optician				Satisfaction with overall experience at opticians		Satisfaction with eye test		Corrective solutions								
	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 conf ident	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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	158	158	-	-	-	151	7	153	5	119	19	112	5	142	6	11	147
	10%	10%	-	-	-	9%	12%	10%	17%	10%	9%	10%	14%	10%	7%	7%	10%
Diabetes	188	188	-	-	-	180	7	186	1	136	20	128	4	164	9	29	158
	11%	11%	-	-	-	11%	12%	12%	3%	12%	10%	11%	11%	11%	10%	19% B	11%
Macular degeneration	42	42	-	-	-	39	2	41	-	34	6	33	1	39	-	4	38
	3%	3%	-	-	-	2%	3%	3%	-	3%	3%	3%	3%	3%	-	3%	3%
Cataracts	100	100	-	-	-	99	1	98	2	80	12	77	1	89	4	16	84
	6%	6%	-	-	-	6%	2%	6%	7%	7%	6%	7%	3%	6%	4%	10% B	6%
Astigmatism	82	82	-	-	-	77	4	79	3	66	15	64	1	68	4	11	71
	5%	5%	-	-	-	5%	7%	5%	10%	6%	7%	6%	3%	5%	5%	7%	5%
Prefer not to say	39	39	-	-	-	34	5	33	4	22	5	22	2	32	3	4	35
	2%	2%	-	-	-	2%	9% A	2%	14% A	2%	2%	2%	6% a	2%	4%	3%	2%
None	1160	1160	-	-	-	1126	32	1136	15	820	141	802	23	1029	63	101	1059
	70%	70%	-	-	-	71% B	57%	71% B	52%	69%	69%	70%	64%	71%	73%	65%	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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	158	152	-	2	3	-	5	22	34	119	19	16	27	102	15	2
	10%	10%	-	2%	19%	-	4%	8%	9%	10%	9%	8%	10%	10%	10%	11%
		CF			bCF											
Diabetes	188	155	3	23	3	1	30	30	50	136	20	27	35	118	14	2
	11%	10%	16%	25%	18%	14%	22%	12%	13%	12%	10%	13%	12%	11%	10%	11%
				A			A									
Macular degeneration	42	41	-	1	-	-	1	7	7	34	6	7	1	30	4	-
	3%	3%	-	1%	-	-	1%	3%	2%	3%	3%	3%	*	3%	3%	-
										D	D	D				
Cataracts	100	94	1	2	1	1	5	16	18	80	12	17	8	71	7	-
	6%	6%	6%	2%	6%	14%	4%	6%	5%	7%	6%	8%	3%	7%	5%	-
						c				D	d	D				
Astigmatism	82	75	-	5	-	1	6	20	28	66	15	9	6	60	5	1
	5%	5%	-	6%	-	14%	5%	8%	7%	6%	7%	4%	2%	6%	3%	5%
										D	D					
Prefer not to say	39	19	-	5	1	-	6	3	3	22	5	5	12	22	2	-
	2%	1%	-	5%	7%	-	5%	1%	1%	2%	2%	2%	4%	2%	1%	-
				A	A		A						A			
None	1160	1054	14	57	10	5	86	175	259	820	141	139	204	721	107	13
	70%	71%	78%	62%	62%	72%	65%	69%	69%	69%	69%	68%	73%	69%	74%	73%
		c														

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	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	1656	719	937	268	348	469	413	158	98	227	195	133	126	91	132	238	141	1381	81	121	73	1656
Weighted Total	1653	717	936	277	358	439	388	191	98	226	193	133	125	90	131	236	141	1373	81	120	78	1653
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	183	73	110	22	35	55	49	23	10	28	18	11	11	14	16	32	18	156	10	13	4	183
	11%	10%	12%	8%	10%	13%	13%	12%	10%	12%	9%	8%	9%	15%	12%	13%	12%	11%	12%	11%	5%	11%
						a	a							d								
Diabetes	291	148	144	45	56	72	74	44	13	37	47	21	29	9	24	45	19	243	15	22	12	291
	18%	21%	15%	16%	16%	16%	19%	23%	13%	16%	24%	16%	23%	11%	18%	19%	13%	18%	19%	18%	15%	18%
		B					aBc				ABdFI		aFI	f								
Macular degeneration	63	26	36	6	10	16	17	14	2	8	9	5	3	3	7	11	8	56	2	3	2	63
	4%	4%	4%	2%	3%	4%	4%	7%	2%	4%	5%	4%	3%	3%	5%	5%	6%	4%	3%	2%	2%	4%
							ABc															
Cataracts	171	63	108	20	25	33	53	41	12	17	21	19	8	7	13	34	17	148	9	7	7	171
	10%	9%	12%	7%	7%	8%	14%	22%	12%	7%	11%	14%	6%	8%	10%	14%	12%	11%	11%	6%	9%	10%
			a				ABC	ABCD				BE				BE	e					
Astigmatism	205	72	133	34	57	63	37	15	10	28	19	23	12	11	19	27	20	170	7	17	11	205
	12%	10%	14%	12%	16%	14%	10%	8%	10%	13%	10%	17%	9%	12%	15%	12%	14%	12%	9%	14%	15%	12%
			A		DE	DE						ce										
Prefer not to say	31	15	15	6	7	6	5	7	2	3	4	2	2	1	6	7	2	30	-	-	1	31
	2%	2%	2%	2%	2%	1%	1%	4%	2%	1%	2%	2%	2%	1%	5%	3%	1%	2%	-	-	1%	2%
							cd								B							
None	932	406	526	180	214	247	211	81	58	130	100	75	73	54	70	133	75	768	47	70	46	932
	56%	57%	56%	65%	60%	56%	54%	42%	59%	58%	52%	56%	58%	60%	53%	56%	53%	56%	58%	58%	59%	56%
				CDE	E	E	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

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

	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
1656	778	120	122	33	12	32	63	461
1653	768	118	118	35	11	32	62	471
100%	100%	100%	100%	100%	100%	100%	100%	100%
183	81	9	15	2	1	2	6	65
11%	11%	8%	13%	6%	9%	6%	9%	14%
								b
291	110	17	20	3	6	9	18	105
18%	14%	14%	17%	9%	51%	28%	29%	22%
					ABCDH	AbD	ABcD	Abd
63	25	3	6	-	-	-	2	26
4%	3%	2%	5%	-	-	-	3%	6%
								A
171	48	11	9	3	-	-	9	89
10%	6%	9%	7%	10%	-	-	15%	19%
		f		f			AF	ABCeF
205	116	15	17	2	3	4	6	40
12%	15%	13%	15%	6%	25%	13%	9%	9%
	H		H		dH			
31	9	2	1	-	-	-	1	5
2%	1%	2%	1%	-	-	-	2%	1%
932	468	76	69	26	3	19	32	222
56%	61%	64%	59%	73%	24%	59%	51%	47%
	EH	EgH	EH	EGH		E	e	

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

	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 degen eration	Cataracts	Astigmatism	Confi dent	Not confi dent
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	1656	226	449	279	307	130	134	289	807	349	74	1	186	292	63	169	206	1603	42
Weighted Total	1653	222	449	277	306	130	136	295	798	346	74	1	183	291	63	171	205	1601	41
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	183	28	59	26	33	13	15	31	92	42	9	-	183	36	13	39	31	179	4
	11%	12%	13%	9%	11%	10%	11%	11%	12%	12%	12%	-	100%	12%	21%	23%	15%	11%	9%
													BCDE		b	Be			
Diabetes	291	33	74	45	47	23	47	49	140	62	18	-	36	291	19	47	41	280	8
	18%	15%	17%	16%	15%	17%	35%	16%	18%	18%	25%	-	20%	100%	31%	27%	20%	17%	19%
							ABCDE				a			ACDE	ae	ae			
Macular degeneration	63	9	26	7	9	3	3	8	32	6	13	-	13	19	63	21	18	62	1
	4%	4%	6%	3%	3%	2%	2%	3%	4%	2%	17%	-	7%	7%	100%	12%	9%	4%	2%
			Cdef						C		ABC				ABDE	B			
Cataracts	171	27	45	27	32	10	23	22	88	38	13	-	39	47	21	171	32	169	2
	10%	12%	10%	10%	10%	8%	17%	7%	11%	11%	18%	-	21%	16%	33%	100%	16%	11%	5%
							BCDE		a		Abc				aBE	ABCE			
Astigmatism	205	33	82	31	20	15	16	22	123	43	7	-	31	41	18	32	205	195	9
	12%	15%	18%	11%	6%	12%	12%	7%	15%	12%	10%	-	17%	14%	28%	19%	100%	12%	21%
		D	CDef	D		d	d		A	A					aB		ABCD		a
Prefer not to say	31	1	3	-	3	3	3	2	2	2	-	-	-	-	-	-	-	28	2
	2%	*	1%	-	1%	2%	2%	1%	*	1%	-	-	-	-	-	-	-	2%	5%
					c	C	abC												
None	932	118	240	171	197	76	59	189	436	198	37	1	-	-	-	-	-	904	22
	56%	53%	53%	62%	64%	58%	43%	64%	55%	57%	50%	100%	-	-	-	-	-	57%	52%
		f	F	aBF	ABF	F		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

	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
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	1656	1656	-	-	-	1595	57	1615	29	1193	204	1156	37	1460	87	151	1505
Weighted Total	1653	1653	-	-	-	1593	56	1611	29	1184	204	1148	36	1459	86	155	1498
	100%	100%	-	-	-	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	183	183	-	-	-	175	7	177	5	139	22	130	7	167	6	13	170
	11%	11%	-	-	-	11%	12%	11%	17%	12%	11%	11%	18%	11%	7%	8%	11%
Diabetes	291	291	-	-	-	282	8	289	2	220	25	208	5	254	12	40	252
	18%	18%	-	-	-	18%	14%	18%	7%	19%	12%	18%	13%	17%	14%	26%	17%
										B						B	
Macular degeneration	63	63	-	-	-	59	3	62	-	51	7	47	4	55	1	6	57
	4%	4%	-	-	-	4%	5%	4%	-	4%	3%	4%	10%	4%	1%	4%	4%
													a				
Cataracts	171	171	-	-	-	169	2	168	3	143	16	139	3	154	4	20	152
	10%	10%	-	-	-	11%	4%	10%	10%	12%	8%	12%	9%	11%	4%	13%	10%
						b				b				b			
Astigmatism	205	205	-	-	-	195	9	200	5	179	54	174	7	176	11	24	181
	12%	12%	-	-	-	12%	15%	12%	16%	15%	27%	15%	21%	12%	13%	16%	12%
										A							
Prefer not to say	31	31	-	-	-	25	5	24	4	18	3	18	1	26	2	3	27
	2%	2%	-	-	-	2%	9%	2%	14%	2%	1%	2%	3%	2%	2%	2%	2%
						A		A									
None	932	932	-	-	-	901	31	910	14	626	112	615	15	825	57	82	850
	56%	56%	-	-	-	57%	56%	57%	49%	53%	55%	54%	41%	57%	67%	53%	57%
														a			

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
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	1656	1488	18	92	16	7	133	253	378	1193	204	206	274	1051	145	18
Weighted Total	1653	1483	18	92	16	7	133	255	376	1184	204	204	280	1043	145	18
	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%
Glaucoma	183	177	-	2	3	-	5	23	37	139	22	21	29	119	17	2
	11%	12%	-	2%	19%	-	4%	9%	10%	12%	11%	10%	10%	11%	12%	11%
		CF			bCF											
Diabetes	291	255	3	25	3	2	33	37	64	220	25	40	45	196	18	3
	18%	17%	16%	27%	18%	30%	25%	14%	17%	19%	12%	20%	16%	19%	12%	16%
		A		A			A			B		B		B		
Macular degeneration	63	61	-	2	-	-	2	8	9	51	7	10	3	46	5	-
	4%	4%	-	2%	-	-	1%	3%	2%	4%	3%	5%	1%	4%	4%	-
										D	d	D				
Cataracts	171	163	1	3	1	2	7	17	26	143	16	19	14	133	9	-
	10%	11%	6%	3%	6%	30%	5%	7%	7%	12%	8%	9%	5%	13%	6%	-
		CF				CF				bD		d		B		
Astigmatism	205	190	-	12	-	2	14	44	59	179	54	15	11	148	33	2
	12%	13%	-	13%	-	30%	11%	17%	16%	15%	27%	7%	4%	14%	23%	11%
						BD				CD	ACD			A		
Prefer not to say	31	14	-	4	1	-	5	3	3	18	3	4	10	18	1	-
	2%	1%	-	4%	7%	-	4%	1%	1%	2%	1%	2%	3%	2%	1%	-
				A	A		A						A			
None	932	832	14	50	10	4	78	155	224	626	112	119	187	546	86	12
	56%	56%	78%	54%	62%	56%	59%	61%	60%	53%	55%	58%	67%	52%	59%	68%
			ac										ABc			

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