

91%

satisfied with overall experience of the opticians / optometrist practice



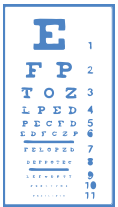
94% white vs 77% ethnic minority

92% with no 'vulnerability markers'* vs 89% with four or more

82%

have had a sight test / eye examination in the last two years.

75% of patients with 4+ 'vulnerability markers'* had their sight tested in the last two years, compared to 88% with none.



*Markers include financial (eg low income), going through a difficult life event (eg bereavement), disability, and low confidence in managing your own eye health.

If you woke up tomorrow with an eye problem...where would you go or who would you speak to first?

50%

Opticians / optometrist practice

18%

GP practice / surgery

17%

Pharmacist

13%



felt pressured to purchase specific brands or types of glasses or contact lenses

11%

felt uncomfortable about visiting an opticians / optometrist practice because of the cost of the sight test / eye examination



19% said the same about the cost of glasses / contact lenses

Confidence in receiving a high standard of care from healthcare services

