

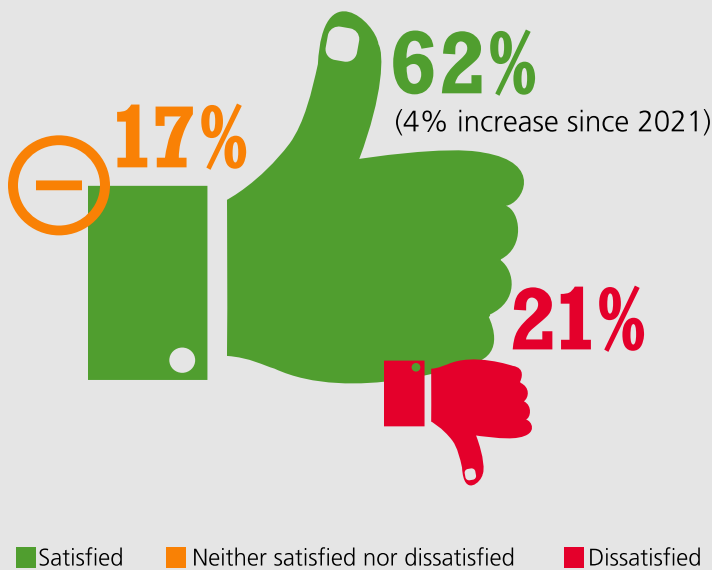
Registrant Workforce and Perceptions Survey 2022

Introduction

This report contains findings from the General Optical Council (GOC) Registrant Workforce and Perceptions Survey 2022, conducted online by Enventure Research in March and April 2022. All survey results presented within this report are based on data weighted by registrant type (optometrist, dispensing optician, student optometrist, student dispensing optician) to accurately reflect the GOC register. The survey received 4,102 responses, which represents a 14% response rate.

Job satisfaction

Job satisfaction



Main reasons for satisfaction



"I enjoy what I do and find helping people rewarding."

Dispensing optician

Enjoyable/rewarding work



"I can see a range of different patients and no two days are the same."

Optometrist

Varied/interesting work

Satisfaction levels

Job **satisfaction** was higher amongst



Those who work in a hospital



Those who work in education or academia



Those who work in domiciliary care



Those who work full time

Job **dissatisfaction** was higher amongst



Optometrists



Locums



Those who work for a multiple



Disabled registrants

Main reasons for dissatisfaction



"Huge pressure to see as many patients as possible whilst still trying to give adequate care."

Optometrist

Busy/increasing workload/pressure



"Poor pay for the knowledge, experience and responsibility."

Dispensing optician

Poor pay/lack of reward



"Too much commercial pressure on KPIs rather than patient care."

Dispensing optician

Sales pressure/retail focus

Working conditions and plans for the future

Working conditions 2022 vs 2021



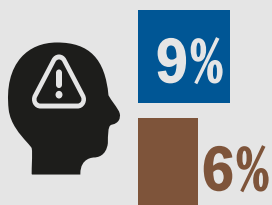
Worked beyond their hours



Felt they were unable to cope with workload



Found it difficult to provide patients with the sufficient level of care they need



Have taken a leave of absence due to stress

■ 2022 ■ 2021

Future plans 2022 vs 2021

Over the next **12-24 months**, respondents planned to...



Gain additional qualifications



Reduce working hours



Leave the profession



Retire



Switch to locum work



Take a career break

■ 2022 ■ 2021

Main reasons for planning to leave the profession



Low salary/underpaid

"Salary is limited with no increases imminently due. Cost of living is increasing."

Optometrist



Workload/pressure

"If unable to reduce workload, will need to consider moving on."

Dispensing optician



Stress/burnout/fatigue

"The stress is affecting my health; both mental and physical."

Optometrist

Perceptions of the GOC

The GOC's performance



76%

agreed that the GOC **sets fair standards**



71%

agreed that the GOC **ensures the quality of the optical profession**



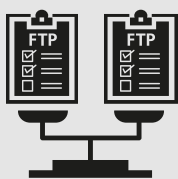
66%

agreed that the GOC **promotes equality, diversity and inclusion in its work**



49%

agreed that the GOC **charges registration fees which are reasonable**



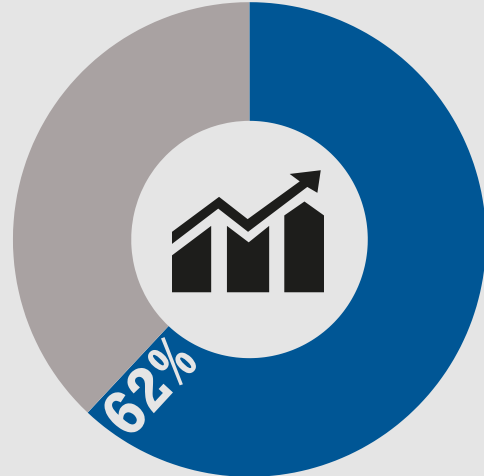
40%

agreed that the GOC **is fair to registrants when taking action through the FTP process**, but 45% don't know

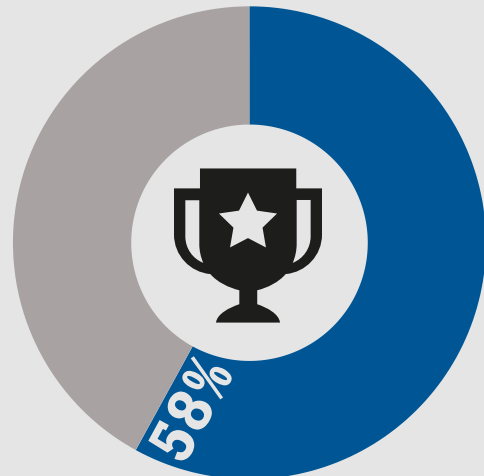
Meeting strategic objectives

Agreement that the GOC is meeting its strategic objectives

The GOC is **building a culture of continuous improvement**



The GOC is **delivering world-class regulatory practice**



The GOC is **transforming customer service**

