

## Introduction

This report contains findings from the General Optical Council (GOC) Registrant Survey 2021, conducted online by Enventure Research in March and April 2021. 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 4,880 responses, which represents a 17% response rate.

## Perceptions of the GOC

### Meeting strategic objectives



65%

agreed that the GOC is **building a culture of continuous improvement**



62%

agreed that the GOC is **delivering world-class regulatory practice**

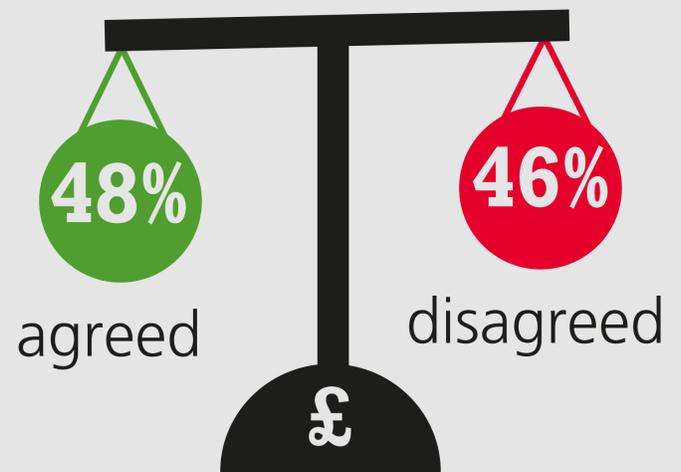


49%

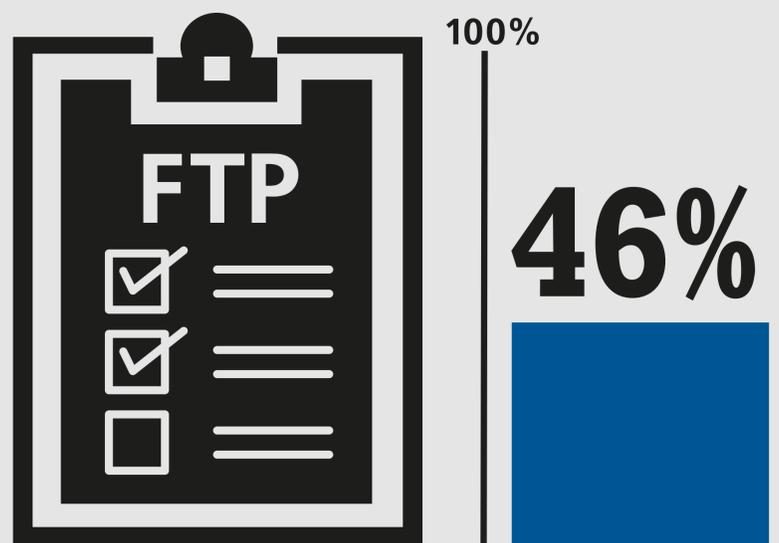
agreed that the GOC is **transforming customer service**

### Registration fees

Opinion was almost equally split when asked whether the GOC charges **reasonable registration fees**



### Fitness to practise process



Less than half of respondents agreed that the GOC is **fair to registrants when taking action through the fitness to practise process**

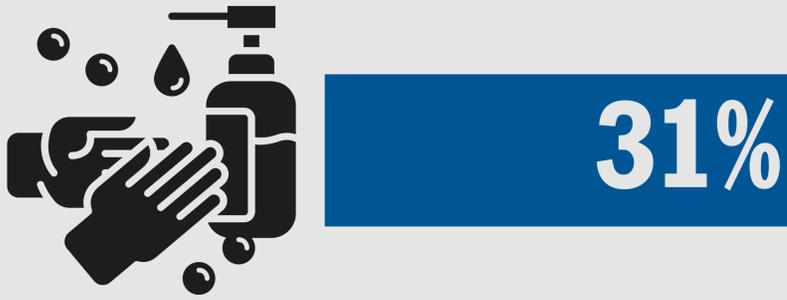
# COVID-19

## Changes to day-to-day work

The **three most common** changes to registrants' day-to-day work as a result of the pandemic were...



Wearing or having issues with PPE



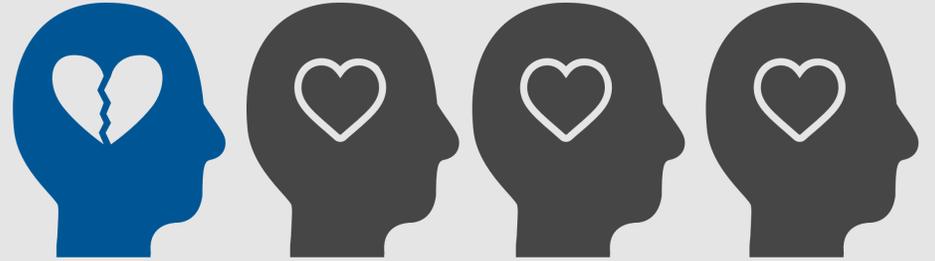
Additional cleaning and hygiene requirements



Fewer patients, appointments and clinics

## Mental health and wellbeing

26% of respondents said the pandemic has had a **significant impact** on their mental health and wellbeing



## Impact over the last 12 months



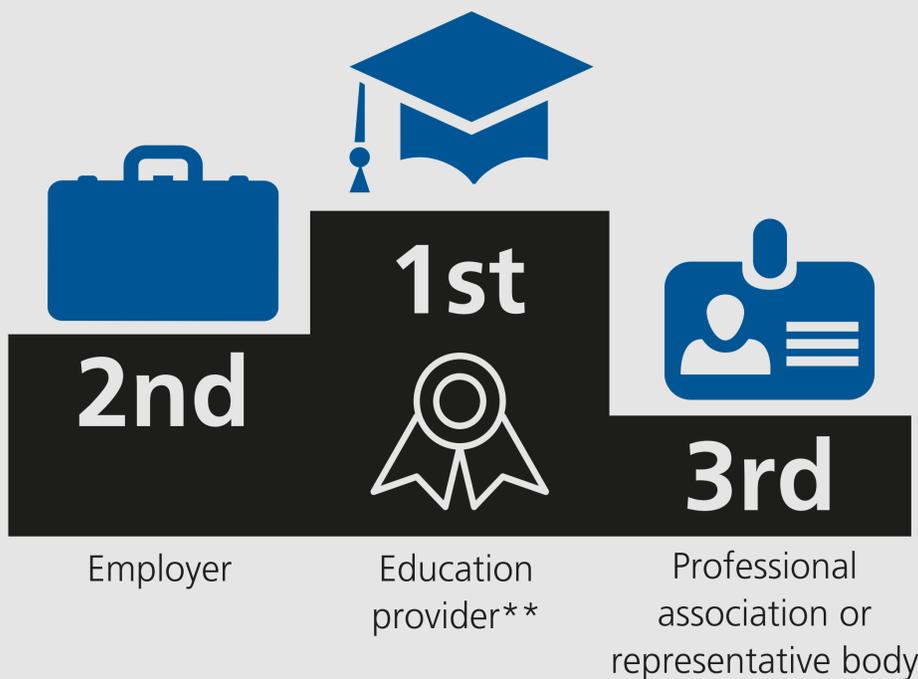
Worked beyond their hours



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

## Feeling supported

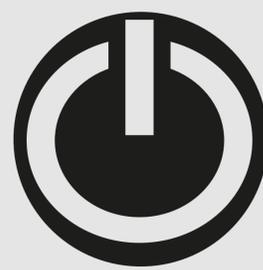
Respondents felt **most supported\*** over the last few months by...



Only **half** of respondents felt supported by the GOC

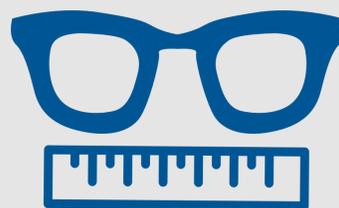


## Employment and education



52% of respondents had been **furloughed by their employer or had their educational course suspended** in the last 12 months

Being furloughed or having educational courses suspended was **more common amongst...**



Dispensing opticians and student dispensing opticians

Those who work for a multiple



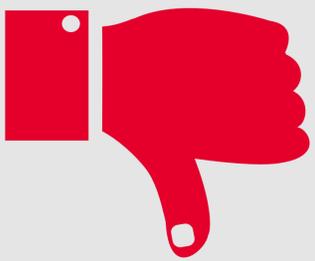
# Satisfaction levels and the future

## Job satisfaction

A larger proportion of respondents were **satisfied with their job or role** over the last 12 months

**58%**

Satisfied



**20%**

Dissatisfied

## Future plans

Respondents planned to do the following over the next **12-24 months...**



**43%**

Gain additional qualifications and skills



**36%**

Reduce working hours



**26%**

Leave the profession



**12%**

Switch to locum work

This includes a larger proportion who worked for a **multiple**

## Satisfaction levels

Job **satisfaction** was higher amongst...



Those who work full time



Those who work for an independent optician



Those who work in a hospital



Those who work in education or academia

Job **dissatisfaction** was higher amongst...



Optometrists



Those who work for a multiple



Those who work in domiciliary care



Locums