

SERVICES AND TECHNOLOGY

Business registrants research 2025



Glaucoma monitoring

Current usage
2024 33% → 38% 2025

66%
Planned usage

Patient services expected to increase the most over the next two years



Independent prescribing

Current usage
2024 20% → 34% 2025

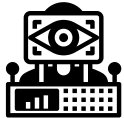
65%
Planned usage

Multiples are more likely than **independent practices** to use certain technologies...



88%

Interactive websites (e.g. online booking)



61%

Autorefractors



40%

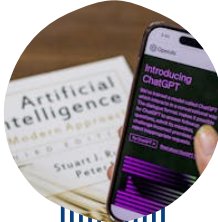
Online sales (e.g. spectacles, contact lenses)

7%

42%

38%

In the next two years, **digital technologies** and **diagnostic technologies** are expected to see increases in uptake:



Artificial intelligence

11% >> 39%



Websites with interactive features

62% >> 81%



LiveChat / virtual assistants

8% >> 25%



PMS / electronic patient records

74% >> 94%



Online sales (e.g. contact lenses)

21% >> 35%



OptoMap

18% >> 48%



OCT

88% >> 95%



Remote sight testing

2% >> 6%



Autorefractor

48% >> 57%



Fundus camera

89% >> 94%



88% of businesses have a website

Only 49% of those that have a website publish prices for sight tests / eye examinations on them

Multiples are more likely to publish prices than **independent practices**

65%

38%