

# Public Perceptions Research 2019

## KEY FINDINGS

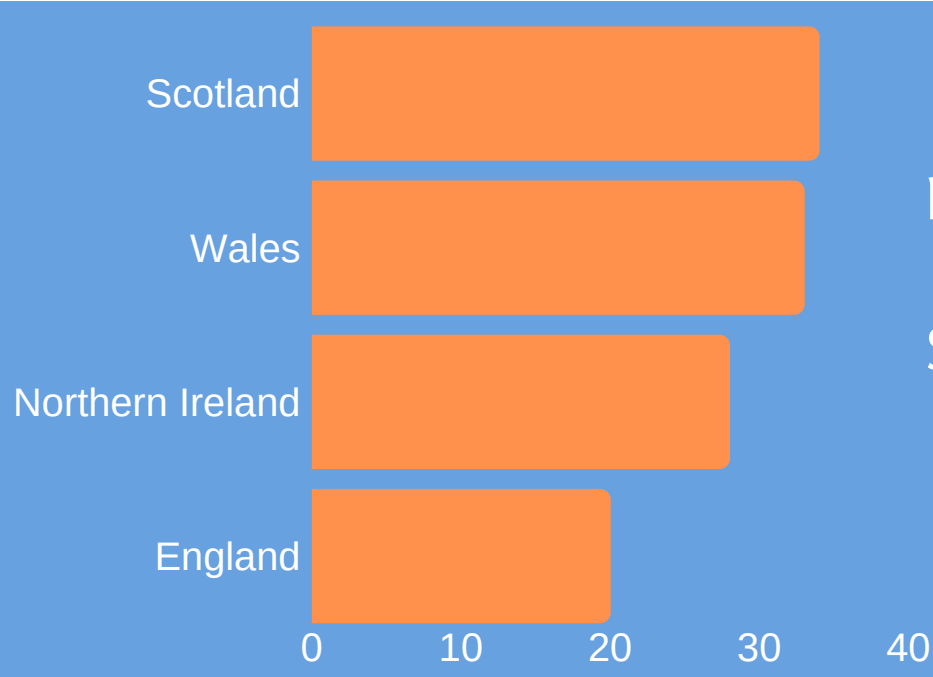
**32%**

**vs**

**25%**

of respondents would still go to a GP if they woke up with an eye problem

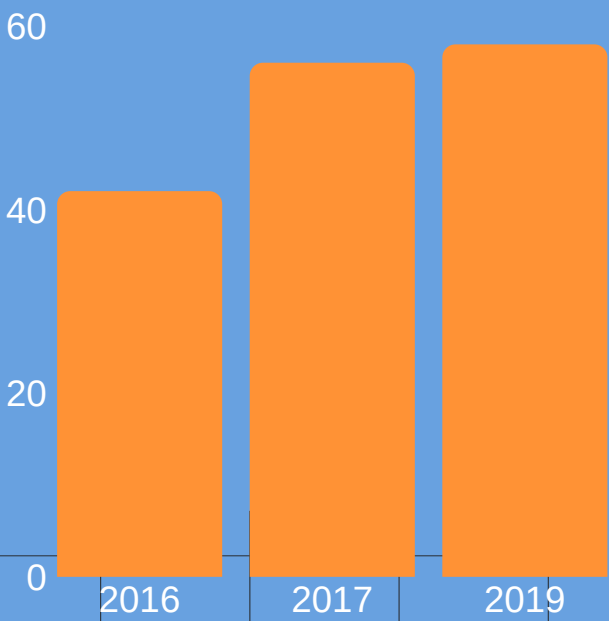
of respondents said they would go to an optician



A significantly higher proportion of respondents in Northern Ireland, Scotland and Wales would go to an optician with an eye problem than those in England

**96%**

of patients indicated that they were very or fairly satisfied with the optician who had carried out their eye test



There has been an increase in those receiving an apology where they have experienced something going wrong with the care/service received from an optician