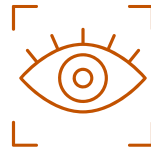


This portrait of a dispensing optician is based on findings from the General Optical Council Registrant and Workforce Perceptions Survey 2024. The results presented aim to highlight what the current dispensing optician workforce looks like, how dispensing opticians feel about working in the profession, workplace challenges, and plans for the future. To read the survey research report, please visit [the GOC's website](#).

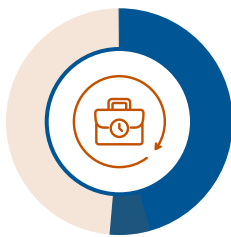
WORKFORCE



6,850
Registered Dispensing Opticians



Approximately
5,617
working full time equivalent



52%
work full-time

vs



48%
work part-time

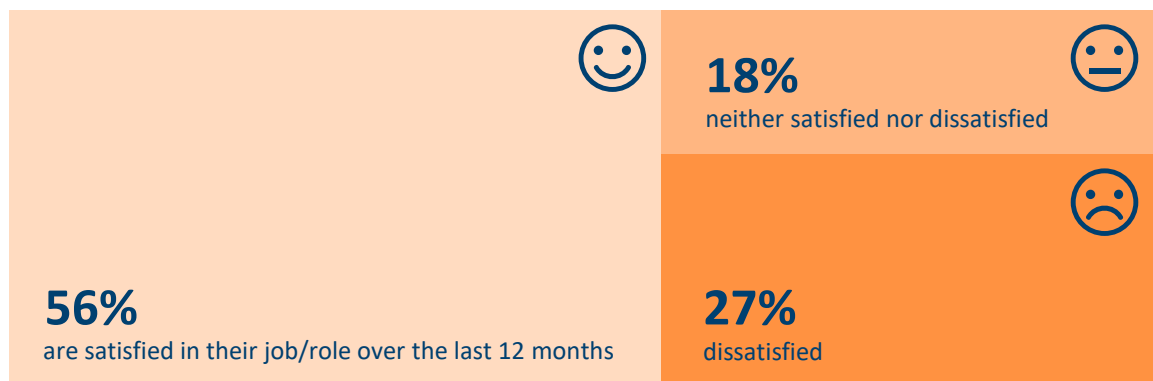


34%
are involved in the delivery of enhanced eye care services



13%
work as locums

JOB SATISFACTION



Main reasons for satisfaction

64% Work is rewarding and interesting

64% Good working environment

58% Good work/life balance

Main reasons for dissatisfaction

68% Do not feel valued

68% Poor salary

47% Heavy workload

HARASSMENT, BULLYING, OR ABUSE

55% have experienced it in the last 12 months



Experiences of harassment, bullying or abuse more common amongst...



61%
Female dispensing opticians



70%
younger dispensing opticians aged <35



74%
those with a disability

Harassment, bullying or abuse at work was received from...



49%
patients



19%
managers



21%
other colleagues

DISCRIMINATION

28% have experienced it in the last 12 months



Experiences of discrimination in their role at work in the last 12 months amongst...



34%
younger dispensing opticians aged <35



41%
ethnic minority groups



44%
those with a disability

Discrimination at work was received from...



23%
patients



10%
managers



9%
other colleagues

The most common types of discrimination experienced are...



39%
sex



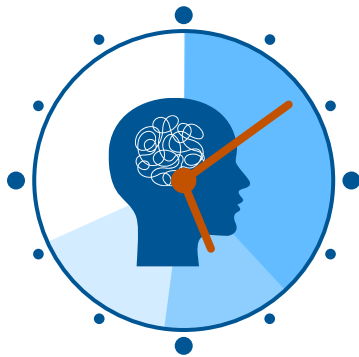
31%
age



26%
race

EXPERIENCES OF POOR WORKING CONDITIONS

In the last 12 months...



68%
have worked beyond their hours



50%
have felt unable to cope with their workload



23%
have found it difficult to provide patients with the level of care they need

BARRIERS TO DELIVERING SAFE CARE FOR PATIENTS



Time pressures

“Not enough time to spend with individual patients to assess their needs and requirements.”

“Lack of support staff and low skilled support staff, due to workforce constraints.”



Understaffing and inexperienced/underqualified staff



Volume of patients / overbooking / ghost clinics

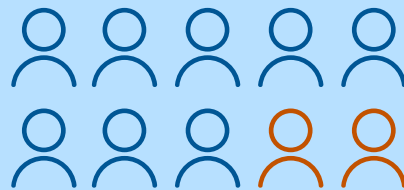
“Store I work for only cares about the numbers and not about the patients.”

PLANS FOR THE FUTURE



28%
plan to gain additional qualifications/skills

7%
plan to switch to locum work



22%
plan to leave the profession



Main reasons for planning to leave the profession are...



66%
Low salary



64%
Disillusionment with the profession



44%
To reduce stress, burnout and fatigue