

Citizens' Panel for health and social care

This infographic summarises the key findings from the tenth survey undertaken with the Citizens' Panel for health and social care. We asked questions about:

- Community eyecare
- NHSScotland brand identity guidelines review

In total **573** Panel members responded to the survey by post, email or telephone, which represents a **61%** response rate.

Community eyecare

94%

correctly identified that optometrists perform eye examinations and treat eye conditions

67%

thought optometry practices are a combination of both a healthcare service and a retailer

If you had an eye problem, where would you go?



39%
Optometrist



38%
GP

Have their eyes checked every 1-2 years

87%

Key sources of information on eyecare

Attending or phoning optometrist



57%

Online search engine



35%

NHS inform website



27%

GP or pharmacy



20%

Financial support and home test awareness

What matters to people around eyecare

- ✓ Aware people who can't leave home due to illness or disability can have an NHS eye exam at home (**36%**)
- ✓ Aware that some people are entitled to financial support towards the cost of glasses and contact lenses (**58%**)

- ✓ Being seen by an eyecare specialist (**80%**)
- ✓ Being seen quickly at their appointment (**59%**)
- ✓ Being attended to at a convenient location (**41%**)