

*This is an English translation of the letter
you received in Helsenorge.
Your personal serial number and login code
can be found in Helsenorge.*

Oslo, Winter 2023

What are your experiences with your general practitioner (GP) and the GP practice?

The Norwegian Institute of Public Health would like to invite you to participate in a survey about your experiences with your GP and the GP practice. Your experiences and opinions are important to give us an accurate picture and to contribute to even better GP services.

All respondents will be entered into a draw for 10 gift vouchers, each worth 5,000 NOK.

You can ask for help from a relative or friend if you need help to complete the survey. We want responses from patients who have had little or a lot of contact, as well as those who may have seen another doctor than their regular GP at the GP's office.

How to respond?

Click on the link in the message you received from Helsenorge. This will take you directly to a form with a pre-filled login code.

You can also respond to the survey online by typing the following directly into your internet browser: **www.fhi.no/fastlegeund2023**

Your login code can be found in your personal version of this letter in Helsenorge.

You can choose to respond in Bokmål, Nynorsk, or English.

Your response will be securely stored on a server at the University of Oslo when you press "Send" on the last page. All responses are later gathered by the data collection team at the Norwegian Institute of Public Health.

About the survey and privacy

The Data Protection Officer at the Norwegian Institute of Public Health has assessed the project (personvernombud@fhi.no), and the Institute has concluded that the processing of personal data in this project is in accordance with privacy regulations. The Directorate of Health and Statistics Norway have approved the use of information from their register. An important condition for approval is that everyone asked to participate has access to precise information. By responding to the questions in the survey, you agree to participate in the survey as described in this letter.

What does participation entail?

The following information about and from you will be used in the survey:

1. Contact information to send out invitations to participate and reminders (social security number and contact information including name, address, and mobile number)
2. Responses from the questionnaire
3. Background data (gender, age, education, country of birth, residence time in Norway, household income, work situation, how long you have had your current GP, number of consultations in the last 24 months, and diagnoses in the last 24 months)

Information in points 1 and 3 is obtained from the GP Registry, the Control and Payment of Health Reimbursements (KUHR) register, and Statistics Norway. The background data in point 3 is collected after the contact information in point 1 is deleted and added to questionnaire responses using the social security number. The social security number is deleted before the data are released to researchers for analysis and reporting. The data in point 3 are used in statistical analyses. If you do not respond to the survey, background data will still be collected (see below on how to opt-out of this). This is to ensure the quality of the survey.

Participation is voluntary

It is voluntary to participate, and you can opt out of both participating in the survey and having us collect background data about you. Contact the data collection team at the Norwegian Institute of Public Health via email: pasopp@fhi.no provide your serial number (found on top of your personal version of this letter in Helsenorge) and your name in the email to us. You can opt out until 31.12.2023, after which the contact information will be deleted.

Your GP will not know whether you have responded or how you answered the questions. The employees working with the survey at the Norwegian Institute of Public Health are bound by confidentiality, and all information is treated confidentially.

Use of the collected data

When the data collection team has completed its part of the project, a dataset (without personally identifiable information) is delivered to researchers at the Norwegian Institute of Public Health, who are then responsible for the dataset and further analysis, research, and publications. The Norwegian Institute of Public Health collaborates with the University of Oslo on the free-text comments. A report with results from the survey will be published in 2024, and the survey will also be used to create statistics and indicators of user experiences for counties and municipalities with enough responses. All data at the Norwegian Institute of Public Health will be anonymised by December 31, 2026, at the latest.

Contact

If you have any questions or messages, please feel free to contact the data collection team via email: pasopp@fhi.no

Please provide your **full name** and **serial number** (found on top of your personal version of this letter in Helsenorge), as well as the **reason for your enquiry** – whether it concerns opting out of background information collection, or a desire not to participate in the survey. We will respond to you as soon as possible!

Yours sincerely,

The Norwegian Institute of Public Health