

Oslo, vinteren 2025

We would like to hear about your experiences with your GP

If you have received an invitation in Helsenorge or by regular mail, you have been randomly selected to take part in a national survey about your family doctor/general practitioner (GP) and the GP office. The survey is conducted by the Norwegian Institute of Public Health on behalf of the Ministry of Health and Care Services. We hope you will take part and would like to emphasise the following:

- **Your voice matters**

Your voice and your experiences are important. By responding, you contribute to knowledge about how the GP scheme works in Norway. For the results to give an accurate picture, it is important that both those who have a lot of contact with their GP and those who have little or almost no contact take part. Your experiences – whether positive, negative, or neutral – provide valuable information.

- **You will enter a draw for gift cards if you respond**

Everyone who responds will be entered into a draw for 30 gift cards, each worth NOK 1,000.

- **You can get help to complete the questionnaire**

If you need it, you can get help from someone you trust to log in to and/or complete the survey.

Practical information

You can read more about the survey and privacy protection in the following pages in this letter.

How to respond

- Use the link in the Helsenorge message for direct access to the questionnaire, with the login code already filled in.
- Or respond via: www.fhi.no/fastlegeund2025
- You will find your login code in the letter in Helsenorge or in the letter you received by regular mail.
- You can choose to respond in Norwegian Bokmål, Nynorsk, or English, and you can use a mobile phone, tablet, or PC.

Your answers are stored securely at the University of Oslo and retrieved by the data collection team at the Norwegian Institute of Public Health. All information is treated confidentially.

Contact information

If you have questions or feedback, or if you do not wish to be contacted again, please send an email to: pasopp@fhi.no.

If contacting us, please include your full name and the *løpenummer* (reference number) found at the top of the invitation letter you received via Helsenorge or by mail. For privacy reasons, please do not include information such as your national identity number, diagnoses, or other confidential details.

Kind regards

Norwegian Institute of Public Health

About the survey and privacy protection

The purpose of the project

The Norwegian Institute of Public Health (FHI) is conducting a national survey about patients' experiences with their GP and the GP practice. The purpose of the project is to gain more knowledge about how the GP scheme functions as seen from the patients' perspective. The survey is part of FHI's mandate from the Ministry of Health and Care Services and contributes to the development and improvement of the GP scheme. The results are used for reporting, analyses, research, and for planning and comparisons between municipalities and over time.

Why are you being asked to participate?

You are receiving this invitation because you have been randomly selected to take part. A total of about 200,000 people are invited, so that results can be presented for municipalities, counties, and the country. To send you the invitation and reminders, we have obtained contact information (name, address, and telephone number) from the National Population Register and the National Contact and Reservation Register.

Who is responsible for the project?

FHI is responsible for the personal data processed in the project.

Participation is voluntary

Participation in the survey is voluntary. There will be no negative consequences for you if you choose not to participate or later decide to withdraw. If you wish to opt out of participating, or if you want to opt out of us collecting background information about you, you may contact FHI by email at pasopp@fhi.no. Please include your full name and the "løpenummer" (reference number) found at the top of the invitation letter you received via Helsenorge or by mail. For privacy reasons, please do not include information such as your national identity number, diagnoses, or other confidential details. You may opt out until 31 January 2026. After this date, the contact information will be deleted.

What does participation involve?

Participation consists of answering an electronic questionnaire about your experiences with your GP and the GP practice, as well as some questions about self-perceived health and quality of life. The questionnaire can be completed on a mobile phone, tablet, or PC, and takes about 20 minutes to fill out. You may seek help from someone you trust if you wish. Data is collected digitally through Helsenorge and Nettskjema (Services for Sensitive Data – TSD at the University of Oslo). Your responses are securely stored in TSD and then transferred to FHI's "secure zone" for linkage and analysis. The procedures meet the requirements for secure processing of personal data. In addition to the questionnaire responses, we obtain information from national registers:

- **The GP Register:** information about your GP and how long you have had the same GP.
- **The KUHR Register** (Control and Payment of Health Reimbursements): personal identity number, age, sex, and consultations in the past 24 months (date, diagnoses, reimbursement codes, and whether the consultation was with your regular GP).
- **Statistics Norway (SSB):** education, country of birth, time lived in Norway, and household income.

The data are linked using the personal identity number, but this is deleted together with your contact information before the data is made available to researchers for analysis and reporting. Background information is used only for statistical analysis and not to study individuals. If you do not respond to the survey, we may still collect background information to ensure the results are reliable. Everyone working on the survey at FHI is bound by a duty of confidentiality, and your information is handled confidentially and securely. Your GP and GP practice will not know whether you respond or what your responses are. FHI collaborates with the University of Oslo (UiO) on analysis of the free-text comments from the questionnaire.

Brief information about privacy

The information will be used only for the purposes described in this document. No individuals will be identifiable in reports or publications. We process personal data confidentially and in accordance with data protection regulations. You can read more detailed information about privacy below.

Detailed information about privacy

How we store and use your information

The Norwegian Institute of Public Health (FHI) is responsible for the processing of personal data in the project. Access to personal data is limited to the project team at FHI who work with data collection, linkage, and analyses. Names and contact information are used only for sending invitations and reminders, and are deleted when the data collection is completed. Other information is stored in FHI's "Secure Zone," a server environment with strict access control, encryption, and backup routines. The linkage key connecting personal identity numbers with de-identified data is stored separately and deleted once the linkage is completed. No individuals will be identifiable in reports or publications. Results are presented only as statistics or anonymous excerpts of text.

What gives us the right to process your personal data?

We process your information in accordance with the General Data Protection Regulation (GDPR) Article 6(1)(e), cf. the Norwegian Personal Data Act § 8, and Article 9(1)(g) and (i), cf. the Norwegian Personal Data Act § 9. The processing of personal data has been assessed and is carried out in line with FHI's internal procedures for privacy and information security. FHI's Data Protection Officer has provided advice in the assessment of the project, and FHI has made the final decision to carry it out. If you have questions about how we process personal data, you can contact: personvernombud@fhi.no.

What happens to your personal data when the project ends?

The project is scheduled to conclude on 31 December 2027. When the data collection and linkage have been completed, personal and contact information (name, address, telephone number, and personal identity number) will be deleted. The de-identified dataset containing questionnaire responses and linked registry data will be stored further to compare results over time, ensure quality of analyses, and support continued research on the GP scheme. The data will be stored securely on FHI's servers with access control, encryption, and backup. Information that is still considered personal data will be kept until 31 December 2027 and then totally anonymized.

Your rights

As long as it is possible to identify you in the dataset, you have rights under the data protection regulations. You have the right to:

- request access to the information we process about you,
- request that information be corrected or deleted, and
- object to the processing of personal data.

These rights apply as long as the data contains the necessary personal and contact information. You may opt out until 31 January 2026. After this date, the contact information will be deleted. Once the data have been fully anonymized, it is no longer possible to identify you, and the rights no longer apply.

If you wish to exercise any of your rights, you may contact the data collection team at FHI at: pasopp@fhi.no

If you have questions about the processing of personal data in the project or about your rights, you may contact FHI's Data Protection Officer at: personvernombud@fhi.no.

You can find more information about your rights on FHI's website:

<https://www.fhi.no/hd/personvern/til-allmennheten/rett-til-informasjon-om-innsyn-i-og/>

If you believe your data are being processed in violation of the regulations, you have the right to file a complaint with the Norwegian Data Protection Authority (Datatilsynet).