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,
vinteren 2026

Your Experiences with Your GP and GP Practice

You have been randomly selected to take part in a national survey about patients' experiences with their family doctor (general practitioner, or GP – "fastlege" in Norwegian) and the doctor's office. The Norwegian Institute of Public Health is conducting the survey on behalf of the Ministry of Health and Care Services. We hope you will participate!

- **Your voice matters**
  By responding, you help us understand how GP services work in Norway. It is important that both people who have frequent contact with their GP and those who have little contact respond. The survey has been conducted several times before. If you have responded previously, your response is just as important this time. Your answers help us track changes over time.
- **You will be entered into a prize draw if you respond**
  Everyone who responds will be entered into a prize draw for 30 gift cards worth NOK 1,000 each.
- **You can get help to respond**
  If needed, a family member or someone you trust can help you log in or complete the questionnaire.

Practical information

You can find more information about the survey and how your personal data is protected in the invitation letter below.

How to respond

- Use the link in your Helsenorge message to access the questionnaire directly, with your login code already filled in.
- You can complete the survey in Norwegian Bokmål, Norwegian Nynorsk or English, using a mobile phone, tablet or computer.

Your responses will be securely stored on a server at the University of Oslo when you click "Submit" on the final page. All responses will later be retrieved by the data collection team at the Norwegian Institute of Public Health.

Contact information

You can contact the data collection team by email at **pasopp@fhi.no**.

Please include your full name, reference number (shown at the top of this letter) and the reason for your enquiry. To protect your privacy, please do not send personal identification numbers, diagnoses or other confidential information by email.

Kind regards,

Norwegian Institute of Public Health

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About the Survey and Privacy

Purpose of the project

The Norwegian Institute of Public Health (FHI) is conducting a national survey about patients' experiences with their general practitioner (GP – "fastlege" in Norwegian) and GP practice. The purpose of the project is to gain more knowledge about how the GP system works from the patients' perspective. The survey is part of FHI's assignment from the Ministry of Health and Care Services and contributes to efforts to develop and improve the GP system. The results are used for reporting, analyses and research, and provide a basis 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 in the survey. Approximately 200,000 people are being invited so that results can be presented for municipalities, counties and Norway as a whole.

To send you the invitation and reminders, we have obtained your contact information (name, address and telephone number) from the National Population Register and the Contact and Reservation Register.

Participation is voluntary, but we hope you will take a few minutes to complete the questionnaire.

Who is responsible for the project?

The Norwegian Institute of Public Health (FHI) is responsible for the processing of personal data in this 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 participation or the collection of background information about you, please contact FHI by email at pasopp@fhi.no.

Please include your full name, serial number (shown at the top of this letter) and the reason for your enquiry, specifying whether you wish to opt out of the collection of background information or do not wish to participate in the survey.

You can opt out until 31 January 2027. After this date, your contact information will be deleted.

What does participation entail?

Participation involves completing an online questionnaire about your experiences with your GP and GP practice, as well as answering some questions about your self-reported health and quality of life.

The questionnaire can be completed on a mobile phone, tablet or computer and takes approximately 20 minutes to complete. You can also get help from someone you trust if you wish.

Data are collected digitally through Helsenorge and Nettskjema (Services for Sensitive Data – TSD at the University of Oslo). Your responses are securely stored in TSD and subsequently transferred to FHI's secure data environment ("Sikker sone") for data linkage and analysis. This procedure meets the requirements for secure processing of personal data.

In addition to your questionnaire responses, we obtain background information from national registers:

The GP Registry (Fastlegeregisteret): Information about your GP and how long you have had the same doctor.

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The Control and Payment of Health Reimbursements (KUHR) register: National identity number, age, sex and consultations during the past 24 months (dates, diagnoses, reimbursement codes and whether the consultation was with your own GP).

Statistics Norway (SSB): Education, country of birth, length of residence in Norway and household income.

The data are linked using your national identity number, but this is deleted along with your name and contact information before the data are made available to researchers for analysis and reporting.

The background information is used only for statistical analyses, not to examine individuals. Even if you do not respond to the survey, we may still collect background information about you to ensure that the results are reliable.

All FHI staff working on the survey are bound by a duty of confidentiality, and your information is handled confidentially and securely. Your GP and GP practice will not know whether you have responded or what your answers are.

FHI collaborates with the University of Oslo (UiO) on the analysis of free-text comments from the questionnaire.

Privacy in brief

Your information will only be used for the purposes described in this letter. No individuals will be identifiable in reports or publications. We process your personal data confidentially and in accordance with data protection legislation. You can find 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 this project.

Access to personal data is restricted to members of the FHI project team who work with data collection, linkage and analysis.

Names and contact information are used only to send invitations and reminders and are deleted when data collection is complete.

Other information is stored in FHI's secure data environment ("Sikker sone"), a server at FHI with strict access controls, encryption and backup procedures.

The linkage key connecting national identity numbers to de-identified data is stored separately and deleted once the data linkage has been completed.

No individuals will be identifiable in reports or publications. Results will only be presented as statistics or anonymous text excerpts.

What is the legal basis for processing your personal data?

We process your personal data in accordance with Article 6(1)(e) of the General Data Protection Regulation (GDPR), cf. Section 8 of the Norwegian Personal Data Act, and Article 9(1)(g) and (i) of the GDPR, cf. Section 9 of the Norwegian Personal Data Act.

The processing of personal data has been assessed and is carried out in accordance with FHI's internal procedures for privacy and information security.

FHI's Data Protection Officer (DPO) has provided advice as part of the project assessment, and FHI has made the final decision to carry out the project.

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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 end on 31 December 2027.

Once data collection and linkage are complete, personal identifiers and contact information (name, address, telephone number and national identity number) will be deleted.

The de-identified dataset containing questionnaire responses and linked register information will be retained to enable comparisons over time, quality assurance of analyses and further research on the GP system.

The data will be stored securely on FHI's servers, with access controls, encryption and backup procedures.

Information that is still considered personal data will be retained until 31 December 2027 and will then be fully anonymised.

Your rights

As long as it is possible to identify you in the data, you have rights under data protection legislation.

You have the right to:

- request access to the personal data we process about you
- request that your personal data be corrected or deleted
- object to the processing of your personal data

These rights apply as long as the data do not contain the necessary personal identifiers and contact information.

You can opt out until 31 January 2027. After this date, your contact information will be deleted.

Once the data have been anonymised, it will no longer be possible to identify you, and these rights will no longer apply.

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

If you have questions about the processing of personal data in the project or about your rights, you can 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 that your personal data are being processed in violation of data protection legislation, you have the right to lodge a complaint with the Norwegian Data Protection Authority (Datatilsynet).