

All answers are important, and we hope that as many as possible will participate!

## What will happen to the results?

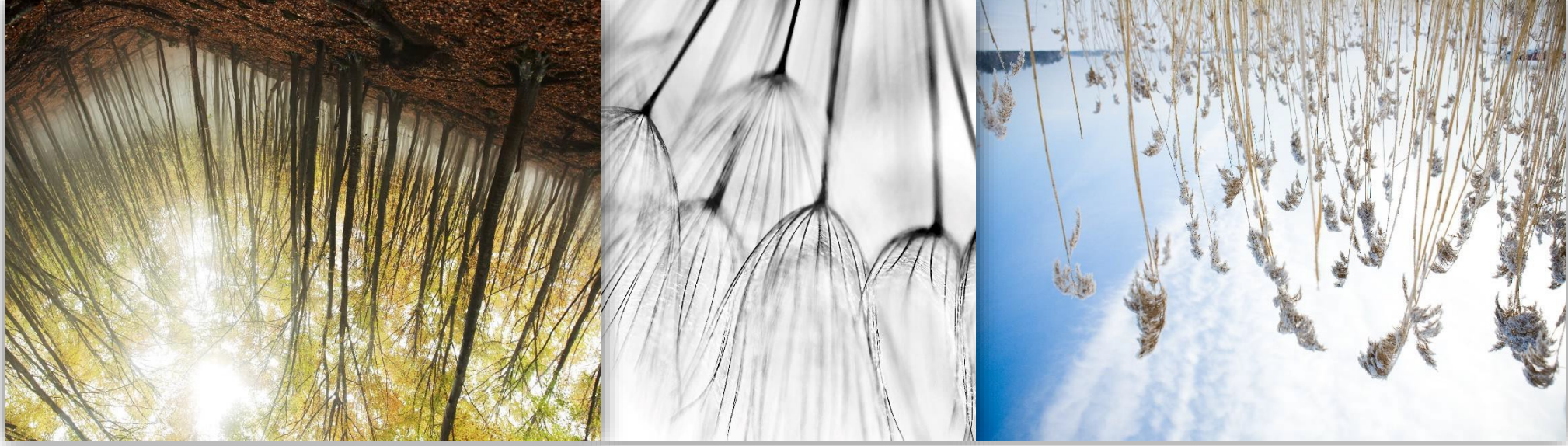
The institutions will receive reports with the results relevant for them. This will give the institutions an insight into what their patients think about the services provided.

A report with national results will also be prepared.

Do you have any questions? Ask a member of staff or send an e-mail to [kem\\_phv@fhi.no](mailto:kem_phv@fhi.no)

# Questionnaire on patients' experiences





## About the survey

**Patients' experiences are an important quality indicator.**

From 2020, the Norwegian Institute of Public Health (NIPH) is conducting a survey amongst all patients who are discharged from inpatient mental health care.

The survey has been commissioned by the Directorate of Health and the Ministry of Health and Care Services.

The purpose of the survey is to provide feedback on patients' experiences of the health services they receive and thereby to ensure that high-quality care is provided.

Your  
opinion  
matters!

## How is the survey conducted?

Before you are discharged, a member of staff will give you an invitation letter and a login code. Use the code when answering the questionnaire online. You can use a tablet, PC or smartphone.

Participation in the survey is voluntary. The staff at the institution will not find out what exactly you have answered. Everyone involved in the survey at the NIPH is subject to a duty of confidentiality and will treat all information confidentially.

The processing of personal data takes place in accordance with applicable data protection regulations.