

Patient questionnaire survey

The Norwegian Institute of Public Health is inviting all patients who are discharged from inpatient mental health care to take part in a survey of experiences with their stay.

WHY?

- Patients' experiences are an important indicator of the quality of health care that is provided.
- The aim is to **make services better** for future patients.



HOW?

- From January 2020, patients in mental health care are being invited to take part in a patient experience survey.
- Before you are discharged, a member of staff will give you an invitation letter and a log-in code.
- You will be able to answer online using a tablet, PC or smartphone.



VOLUNTARY AND CONFIDENTIAL

- Participation in the study is **voluntary**.
- All information will be processed **confidentially** by the Norwegian Institute of Public Health. The staff at the institution will not find out what exactly you have answered.
- Every single answer we get is important.
- **You can contribute to make the health services better!**



WANT TO FIND OUT MORE?

If you have any questions about the survey, you can ask the staff here at the department for an information brochure.