

User Experience Survey on Pregnancy, Childbirth, and Postnatal Care

To You, Who Recently Gave Birth

We would like to invite you to complete a questionnaire about your experiences with the healthcare services you have received.

Purpose of the Survey

The aim of the survey is to gather insights into how women who have recently given birth perceive the public pregnancy, childbirth, and postnatal services in Norway, contributing to the ongoing improvement of these services.

Why You Are Being Asked to Participate

You are receiving this invitation because you gave birth between August 1st and November 30th, 2024. Your experiences are important, and we hope you will take the time to respond!

Who Is Responsible?

The survey is a national project conducted by the Directorate of Health on behalf of the Ministry of Health and Care Services.

About Completing the Questionnaire

The questions are designed to capture how you were supported and how you perceive the services you received. If you have previously given birth, please focus on the services related to your most recent pregnancy, childbirth, and postnatal period.

To participate, log in to Helsenorge and go to your inbox. There you will find a secure link that takes you directly to the survey without the need for a new login. You can respond digitally using a mobile phone, tablet, or computer. When you click "Send" on the last page, your response will be securely stored at the University of Oslo.

Participation Is Voluntary

Participation in the survey is entirely voluntary. By completing and submitting the questionnaire, you consent to the use of your responses alongside information about you and your birth from the Medical Birth Registry (MFR) (see the attached overview of the information concerned). If you do not respond, we will send up to two reminders.

The Health Data Service at the Norwegian Institute of Public Health has approved that we collect background information also about those who do not respond to the questionnaire to ensure the quality of the survey.

Brief Information About Privacy

We will only use your information for the purposes described here. All personal data will be treated confidentially and in line with current privacy regulations. Statistics and survey results will only be published at an aggregated group level and will not be traceable back to you personally.

Questions

If you have questions about the survey or need help navigating Helsenorge, please contact Helsenorge Guidance on weekdays between 08:00-15:30 on tel.: 23 32 70 00.

For questions about the questionnaire, you can contact us, the survey team at the Directorate of Health via email at brukerundersokelser@helsedir.no. To protect your privacy, please avoid including personal information (e.g., personal identification number) in the email.

You may also read more about privacy at the Directorate of Health on our website [Helsedirektoratet.no/personvernerklæring](https://helsedirektoratet.no/personvernerklæring) ([fins denne informasjonen på engelsk?](#)), or you can contact the Directorate of Health's Data Protection Officer on personvernombud@helsedirektoratet.no.

We hope you wish to participate!

Until **10th March 2025**, you may:

- Change your consent and request the deletion of collected data about you
- Opt-out of our collection of background data about you

Click the link to the consent form and have your BankID ready if you wish to make changes.

→ [Consent Form](#)

Here you can read more about privacy and data management:

Legal basis for processing your data

We process your personal data based on your consent. Information from the MFR is collected and compiled with your responses to fulfil a public interest function, under General Data Protection Regulation (GDPR) Articles 6(1)(e) and 9(2)(b) and (g). The Health Data service at the Norwegian Institute of Public Health has approved this processing, under the Health Register Act § 19 e. The processing is based on the recommendations of the Directorate of Health's Data Protection Officer (PVO).

What Happens to Your Information?

The following information is used in the survey:

1. Personal identification number was used to send an invitation to participate via Helsenorge
2. Your responses from the questionnaire
3. Background data about everyone who has given birth during the specified period (see the overview of the data we collect)

The personal identification number and background data (items 1 and 3) are collected from the MFR. Your personal identification number will then be replaced by a participant number before your questionnaire responses (item 2) are combined with background data in statistical analyses. The data will then be transferred to the Directorate of Health, where it will be processed and stored under strict security requirements.

The project team at the Directorate of Health is responsible for managing the dataset, which will be used for quality assurance and analyses of service quality as experienced by users. Survey results will be published in a national report on the Directorate of Health's website. When national report is available, you will find a link to the results on this website ([link](#)).

Statistics and results from the survey will only be published at a group level, making it impossible to trace back to individuals. De-identified survey data may also be used in further analyses and research.

The following background data is collected from the MFR:

- Information about the mother (age and country of birth, ultrasound and NIPT screenings, pregnancy duration, and number of previous births)
- Information about the child and birth (location of birth, date, number of children, birth position, length of stay, discharge date, pain relief, type of birth, interventions, induction, and any complications)

Your Rights

As long as your data can be personally identified, you have the right to object to its processing, request access to it, and request corrections or deletion of the information we hold about you. We will respond to your request within one month. You also have the right to lodge a complaint to the Data Inspectorate if you have concerns about how we process your data.

Until **10th March 2025** you may:

- Change your consent and request the deletion of any data collected about you
- Opt-out of having background data collected about you

To do this, please complete the consent form at the bottom of this website. Remember to have your BankID ready.

After this, we will delete the link between response files and respondents, making it impossible to identify you from the collected information.

All personell involved in this survey are bound by confidentiality, and only those within the Directorate of Health's project group with a legitimate need will have access to your personal identification number. You will remain unidentifiable in any published findings from the project, and the institutions where you have received services will not know your individual responses or whether you participated in the survey.

What Happens to Your Data When the Project Ends?

The project is scheduled to end by December 31, 2035. The Directorate of Health will store the information in de-identified form indefinitely for later analyses.