Public Health England

Monitor

Newsletter of the Personal Dosimetry Service
November 2013 Issue 44

Customer Feedback Survey

Thank you to everybody who completed and returned the customer feedback survey that was enclosed with our last issue of *Monitor*.

The purpose of the exercise was to help us understand more fully your requirements by giving you the opportunity to rate and comment on different aspects of our service.

We were pleased with the numbers who returned the survey; should you still have a copy and wish to send it back please do so.

Please remember that you can contact us at any time with comments. Your continued feedback is much appreciated.

Of the questionnaires returned:

- 90% of you were very satisfied with the service and ease of ordering dosemeters – although encouraging, this does show that there is still room for improvement and your comments will be taken on board in an effort to get closer to 100%
- 90% of you find it very easy to contact us – this is also good; please refer to the back page of *Monitor* for up-to-date contact details
- many of you supplied us with an email address to which we can send your dose reports, thus enabling us to get reports to you more quickly while also helping the environment by cutting down on the amount of paper we use – we are updating our records accordingly

… and in our free prize draw which took place in July, we are pleased to announce that the winner of the iPOD was a dental practice in Northamptonshire – congratulations!

Also in this issue

Eye Dosimetry

Extension of HSE Approval

We have now received agreement from the Health and Safety Executive to include our headband dosemeter in the scope of our dosimetry service approval under Regulation 35 of the Ionising Radiations Regulations 1999 (see also *Monitor* No. 42).

This adds to our capability for measuring eye lens doses to classified workers, supplementing the use of the body TLD worn on the collar, for photons (X-rays and gamma rays). The headband dosemeter also measures the dose from beta radiations.

We are the first dosimetry service to obtain HSE approval for measuring $H_p(3)$ with a headband-style dosemeter.

Getting the Best out of PHE Dosimetry Online (DOL)

DOL is our customer extranet which allows customers access to their orders and results online. As many of you know, this is an excellent tool and the results of a recent survey of users showed it is popular. However, some customers have asked how to get more out of the system. To help, we have compiled the Q&A list shown below.

Q How do I sort my list of workers into alphabetical order?

A You can sort by most columns, by clicking on the column header. In this case, click on the header of the 'Worker' column to get an alphabetical listing. Clicking again reverses the order.

Q Can I sort my results to show the highest doses?

A Click once on the header of the 'Dose Value' column to sort by dose ascending. Click again, and the results will be sorted in descending order – that is, with the highest at the top.

Q Is there a facility to 'chat' on line?

A No, but you can send a message that should reach our dose records team within 10 minutes – or call us on (+44) (0)1235 825230.

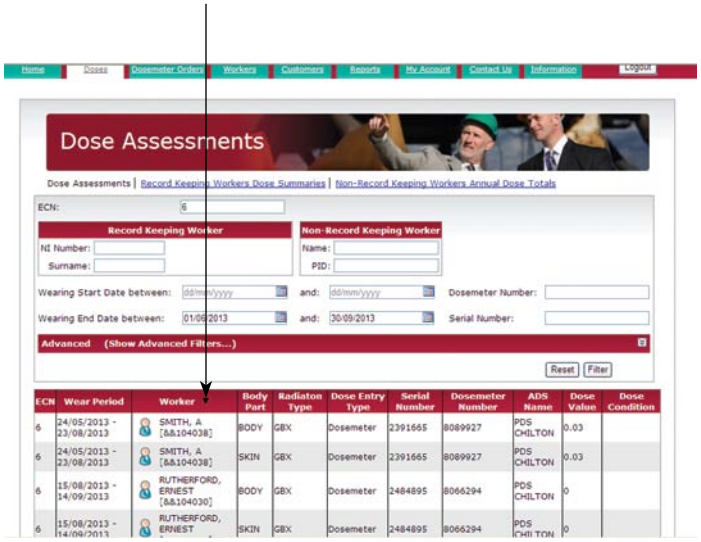
Q Can I search for missing dosemeters?

A Go to 'Dosemeter Orders' and click on 'Dosemeter Issues'. Select the dates you are interested in, and tick the 'Show lost/overdue dosemeters only?' box. Click 'Filter'.

Q How can I display a list of all doses for a given worker, arranged by monitoring period?

A Do a query to show all the doses. Then click at the top of the 'Wear Period' column to sort by date.

Click here to sort ascending or descending (toggle)



Q How do I order passbook for an existing worker?

A Go to 'Workers – Passbook' and click on 'Request Passbook'. Enter the details as requested.

Q How do I add someone who doesn't need a dose record?

A Add them to the dosemeter order you want. Go to 'Dosemeter Orders', select the order you want, and click 'Change Order'. Click on the 'Named Dosemeter (Non-Record-Keeping Worker)' tab and fill in the details.

Please remember if you have any other questions we are only a phone call away.

Welcome, Jo-Anne and Lil

There have been a few changes in personnel within the PHE Personal Dosimetry Service in the last couple of months. As reported in the March issue of *Monitor*, Jenny Bushnell retired in February after 14 years in customer services. The vacancy has been filled by Jo-Anne Potter.

Meanwhile, Lil Devanney joined the dose records office in July, replacing Barbara Fothergill who has moved to another position within PHE.

On 1 October Nicola Gregory in the dosemeter logistics office also transferred to another job within PHE; watch this space regarding this gap!

So best wishes and thanks to Jenny, Barbara and Nicola and welcome to Jo-Anne and Lil.

Good Results in Laboratory Intercomparison

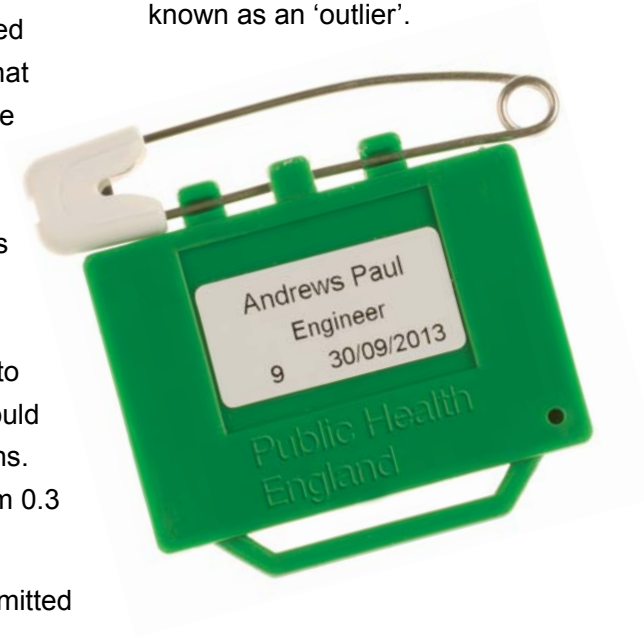
The PHE neutron personal dosimetry service took part in a European intercomparison. Our results were in the top quartile.

During 2012, the European Radiation Dosimetry Group EURADOS (**www.eurados.org**) carried out an intercomparison of neutron dosimetry services.

In total, 34 services submitted dosemeters for blind tests that included exposure to a range of dose levels, different neutron fields and different angles of incidence. Besides standard calibration fields, the exposures included simulated workplace fields, to see how the dosemeters would respond in realistic conditions. Delivered doses ranged from 0.3 to 15 millisieverts (mSv).

Each dosimetry service submitted 20 dosemeters for the test, plus controls. The tests were randomised, with two dosemeters being exposed in each condition. The dosemeters were returned to the service with no indication of which dosemeter was exposed in which condition. Each service processed the dosemeters exactly as if they were customers' dosemeters, and submitted the results. It was only after this that the exposure information was released.

The figure of merit was the 'bias', a measure of how close the reported result is to the true value. For example, if the true value is 2.0 and the reported result is 1.5, the bias is –25%; clearly, an ideal result gives 0% bias. The pass/fail criterion was that the bias should be between –50% and +100%. A result that falls outside this range is known as an 'outlier'.



Most services managed to get most of their bias results within the allowed range. However, some of the field conditions were challenging, and three-quarters of the services showed at least one outlier in their results. The PHE service was one of only eight that had no outliers in any of the exposure conditions.

The intercomparison demonstrated how hard it is for neutron dosemeters to perform well in all possible situations, and showed once again that the PHE dosemeter gives acceptably accurate results in a wide range of realistic fields.

Irish National Dose Return

Note for customers in the Republic of Ireland

Since the beginning of 2013, the PHE Personal Dosimetry Service has been approved for customers in the Republic of Ireland. We are approved by the Radiological Protection Institute of Ireland (RPII) to offer our whole range of services.

Each year we are required to supply RPII with an annual dose return, with the dose information for all radiation workers in Ireland who have been registered with our service for that year. So we have just supplied RPII with the first national dose return (NDR) for all customers who were using our service during 2012. More customers joined us during 2013 and will be included next year.

One point to note is that our selection of data is based on the delivery or reporting address that is stored for each customer. Therefore if your workers are based in Ireland, but your company has a main delivery address outside Ireland, then we may have missed you in our selection.

Please email **nicky.gibbens@phe.gov.uk** if you have workers in Ireland but your office address is in the UK or if you have any queries regarding this. We can then ensure that we send an NDR to RPII for you.

Many thanks

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PHE publications gateway number: 2013-273

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About Public Health England

Public Health England's mission is to protect and improve the nation's health and to address inequalities through working with national and local government, the NHS, industry and the voluntary and community sector. PHE is an operationally autonomous executive agency of the Department of Health.

Personal Dosimetry Service

As the UK's leading expert body for radiation protection, PHE is a significant national provider of personal radiation dosimetry across a range of sectors.

Research and Development

PHE combines public health and scientific knowledge, research and emergency planning within one organisation – and works at international, national, regional and local levels.

Our research and development in radiation protection includes

- environmental surveillance and assessments
- radioactive waste adviser services
- emergency planning and response
- post-accident recovery
- solid waste management
- decommissioning and remediation advice including site clearance
- exposure studies
- measurement and desk-based evaluations

Advice and Services

Through our strategically located facilities at Chilton, Leeds and Glasgow we provide radiation protection advice and services, including:

- radiation protection adviser services
- training for radiological protection professionals
- radiation safety workplace training
- dental X-ray protection services
- instrument testing services
- non-ionising radiation services
- laser protection adviser services
- radon measurement services
- radiochemistry services
- veterinary practice radiation protection services
- dangerous goods safety adviser services
- dose calculation service (radiopharmaceuticals)
- retrospective dosimetry service
- IMBA® Professional Plus – internal dosimetry software
- PC-CREAM 08® – radiological impact assessment application

For more information please visit www.phe-protectionservices.org.uk/pds or phone customer services.

Getting Connected to the Personal Dosimetry Service (PDS)

Telephone	Prefix +44(0)1235		Prefix +44(0)1235 (unless*)
Dr Phil Gilvin, Manager	825333	Sean Baker, Laboratory Manager	825349
Lyn Pike, Deputy (Commercial)	825343	Dosemeter logistics office	825339
Nicky Gibbens, Deputy (Technical)	825334	Dose records office	825230
Customer services team *(calls are rotated)*	825240	Laboratories	
		TLD and extremity	825353
		Neutron (Leeds)*	+44(0)113 267 9041
Fax		**Email**	
General PDS	825563	General PDS	personaldosimetry@phe.gov.uk
General customer services	825564	Dose records office	doserecords@phe.gov.uk