



Welcome to *Monitor* Issue 68

**Nicky Gibbens, Manager – Personal Dosimetry Service (PDS)
UK Health Security Agency (UKHSA)**

Hello again, and welcome to Issue 68 of *Monitor*, the now quarterly newsletter of the UKHSA's Personal Dosimetry Service (PDS).

As ever, much has happened in PDS since the last issue of the newsletter was published in the Autumn, for example: -

- With our Lab- and office space successfully refurbished, we are once again hosting Lab visits for those stakeholders who wish to see how we work.
- We are still implementing new IT systems for Customer Services and Dose Record Keeping, and our new online portal CLARA is “bedding in” nicely.
- We are still offering training sessions over Teams on the use of the CLARA portal, as these are proving popular (*see a short announcement in this issue – Ed.*).
- We continue to take on and train fresh staff, again positioning ourselves well for the future.

In this issue of *Monitor* we trust we have provided something of interest to *all* our readers, including: -

- Chloe Giles, Customer Liaison Officer, describes this year's EURADOS AGM; held in Bucharest, Romania in February, PDS took their usual highly active role.
- Hugh Schoenemann, Customer Services Manager, discusses PDS and UKHSA support for the *Science Bazaar* at Oxford Brookes University in February.

- In keeping with our ISO 17025:2017 accreditation, Hugh also emphasises the importance of our formal complaints procedures and processes here in PDS.
- The new PDS price list for dosimeters and associated services is in this issue, showing how we have again tried to keep our price rises as low as possible.
- A brief overview of the Conferences and Exhibitions that PDS will be attending throughout this year, which is a wonderful way to meet us off-site and “network”.
- A crossword to exercise all that “grey matter” we know our stakeholders possess, and there is a small prize for she/he who is chosen from a hat of correct entries.

Again, I would like to say a big “thank you” to you all in continuing to return your dosimeters. I’m not sure what it is like where you are, but here in Oxfordshire we are still experiencing a patchy postal service. Whilst things have improved slightly, we still need the Post Office to improve further – enabling them to help us to help you.

STOP PRESS:

PDS to host more CLARA training sessions and another PDS open day

We are pleased to announce that due to the overwhelming popularity of our previous training events on the new online portal (CLARA), PDS will be holding two additional training sessions. These sessions are scheduled for Monday 28th April and Wednesday 30th April, commencing at 2pm.

If you are interested in participating, please reach out via e-mail to clarasupport@ukhsa.gov.uk for joining instructions. We look forward to your engagement and participation in this enriching opportunity. If there is still interest, after this time we can consider further events in May.

Also, please save the date of **Wednesday 15th October 2025**, when PDS shall be holding another of our popular Lab & Office Open Days. More details soon!

Conferences and Exhibitions in 2025

UKHSA PDS will be exhibiting at or attending the following events in 2025. As usual, if you see us at any of these events, then please pop by our stand and grab us for a coffee and a chat.

	The Society for Radiological Protection (SRP) Annual Conference 2025 (NB: PDS will be on Stand 39) The Welcome Building, Hull 13th – 15th May 2025
	Association of University Radiation Protection Officers (AURPO) Annual Conference 2025 Keele University, 9th – 10th September 2025
	Planned: SRP South-West Conference 2025: <i>Future Challenges - In an Ever-changing World</i> Dartington Hall, Devon 14th – 16th October 2025

PDS Prices from April 2025

Listed below are new PDS prices for our dosimeters and associated services, effective from 1st April 2025. These prices do not show volume discounts, though the prices shown will lead to discounted prices beyond certain thresholds; please contact PDS Customer Services for details if required (their contact details are listed on the back page of this issue).

ITEM / SERVICE	WEAR PERIOD	PRICE (EA.)
TLD	2-weekly, 4-weekly & monthly *	£8.36
TLD	8-weekly & bi-monthly *	£9.32
TLD	12-weekly, 13-weekly & quarterly *	£10.60
Extremity Stall	All wear periods *	£11.59
Extremity Ring	All wear periods *	£12.95
PADC / Neutron	All wear periods *	£50.35
	QUANTITY	
PADC Neutron / Radon All Wear Periods	1 to 5 wearers	£139.00 - £260.00 p.a.
	6 to 250 wearers	£50.35
Unreturned TLDs	All wear periods	£27.00
Unreturned Extremities	All wear periods	£32.00
TLD Holders	Replacement TLD holder	£3.50
Printed Reports	Per client site	£120.00
Dose Record Keeping with UKHSA Dosimeters	Initial registration fee covering a minimum of 12 months	£36.00
	Renewal fee for subsequent years NB: Price decreases with quantity	£21.50
Dose Record Keeping <i>non-UKHSA</i> Dosimeters	Initial registration fee covering a minimum of 12 months	£131.00
	Renewal fee for subsequent years NB: Price is regardless of quantity	£105.00
Special Entries / Manual Entries to Dose Records	NB: The first two entries per year are free-of-charge	£10.25
Estimated doses - basic		£10.25
Radiation Passbooks	Next-working-day despatch	£32.50
	Standard despatch	£20.50

* **NB:** Orders are subject to a minimum order charge of £67.50.

All prices apply to European delivery addresses only and exclude VAT, which will be added to charges where applicable. All goods supplied based on these prices are subject to UKHSA's standard Terms & Conditions of supply, available on request. Likewise, courier- and special-delivery charges can be supplied on request.



The Importance of the PDS Complaints Process

Hugh Schoenemann

PDS Customer Services Manager /

Deputy Commercial Manager, UKHSA

Let's face it – the vast majority of people don't like complaining; they would far rather things went smoothly and hassle-free but, in the real-world, things do go wrong occasionally. It is on these occasions that a formal complaints process is an advantage to all parties – both the complainant and the complainer.

PDS has handled with the utmost seriousness those rare instances when a customer has complained before now and, now that we have ISO 17025:2017 accreditation for our Lab, we have tightened up even further the process of how we handle complaints; the chief advantages, amongst others, include: -

- Such a process formalises the complaints process for consistency of approach.
- It states what led to the complaint and what needs to change to avoid recurrence.
- It lays out how and when all parties communicate and how escalation is handled.
- It documents the history of the complaint from start to finish, so that both parties can track progress along the way.

With this in mind, we have introduced a new Standard Letter, **386 - If you have a complaint 2025A** – which is available to customers upon request should they wish to make a formal complaint; this letter, which only runs to two sides of A4, describes the kind of information we are looking for from clients in handling their complaint(s).

Also, and again as part of ISO 17025:2017, all complaints are logged on our Quality Management System which we consult at our fortnightly Management ISO meetings, and also as an agendaed item at PDS Monthly Management Reviews.

Most importantly - please help us to help you, as a structured feedback process is one of the “must have” tools in our constantly striving to improve our service.

PDS Staff Support UKHSA-sponsored Science Outreach Program

PDS believes strongly in promoting the importance of STEM subjects in education (Science, Technology, Engineering & Mathematics) – engaging in Science Outreach programs pitched at an understandable level to young people in particular.

To this end, PDS staff supported other scientists from Chilton's Radiation, Chemical & Climate Emergency Directorate (RCCE), as well those from RCCE in Porton, at the Oxford Brookes University Science Bazaar held on Saturday March 1st, 2025.

I and my PDS colleagues Chloe Giles, Customer Liaison Officer, and Kinga Zmijewska, Technical Development Manager, were on hand for the day in supporting UKHSA's work in one key area: raising awareness of and combatting the dangers of tick-borne diseases in the UK. As climate change takes further hold, it is likely that ticks and pathogens carried by them e.g., Lyme disease and encephalitis, will become more prevalent, meaning that vigilance is key.

It was an eye-opener for us all, as it was readily apparent that many parents who attended the event had little or no appreciation of the dangers posed by ticks to their children, and that prevention *really* is better than cure for these youngsters e.g., by modifying behaviours and checking for ticks when returning from something as innocuous as a simple country walk – *that* is time well spent.

All-in-all, a most worthwhile Science Outreach event (*although we look forward to perhaps talking more about the dangers of ionising radiation next time around – Ed.*).



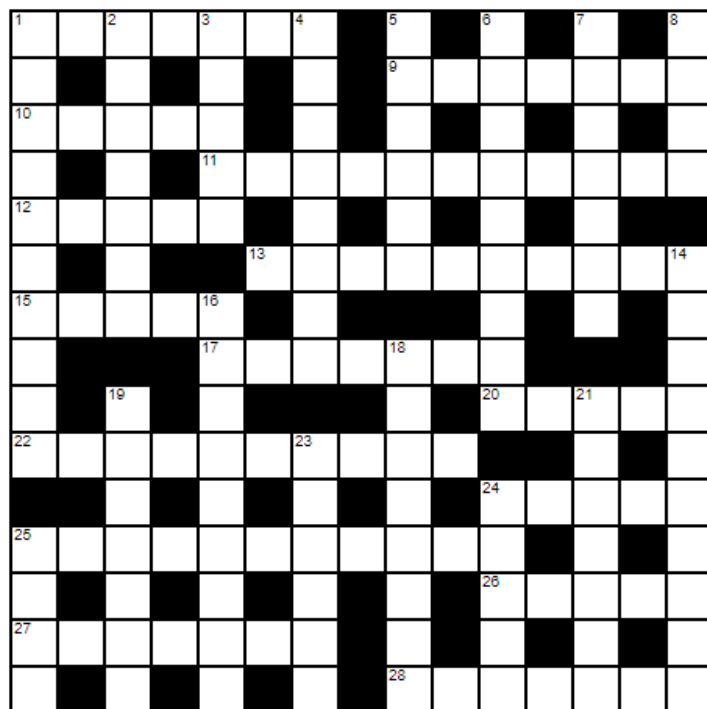
Monitor Issue 68 Crossword – “Harwell” by Treufest

ACROSS

1. Changes pass him to avoid these? (7)
9. From Louis Pasteur, a dose for a European radiation group. (7)
10. Russian instrument loses a popular dog, finds a pioneering Russian dog. (5)
11. Secret place hides containers. (11)
12. Born Hindu deity, reincarnates as genus of ray-finned fish. (5)
13. Cameron sat confusedly pointing to a US state capital. (10)
15. Some get hiccups – goes with work? (5)
17. Aah well – sounds like where UKHSA / PDS is based. (7)
20. Madagascan primate suspect in vile murder. (5)
22. Homes or mud? Unscrambled, grew rapidly. (10)
24. Being a member of a set a Mongol horde contains. (5)
25. Containers for massive river mammals? Or a Greek physician & philosopher? (11)
26. Play softly – on this instrument? (5)
27. Someone or something that vexes ... a bit like this puzzle? (7)
28. Clue: sun all over the place makes up the centre of an atom. (7)

DOWN

1. Clownfish character dumbly morphs into atomic number 42? (10)
2. Oddly, sepsin near C2H6 produces Popeye's leafy greens. (7)
3. In Cup Final, a ray of hope for safety-critical principle. (5)
4. English inventor who designed car is nil. (8)
5. Whitechapel Jack returns – prepared for radiation emergencies? (6)
6. If you have 15, chances are you're on one of these. (9)
7. Confusing a Doctor of Divinity with a fish. (7)
8. Exists twice, leading to this Oxford River. (4)
14. Use our goat weirdly – it's shocking! (10)
16. Some teacher! No, by lessons learned we see a nuclear explosion site. (9)
18. “Vote for Reagan!” plea leads to charged particle. (8)
19. Span has re-work, then used to catch spent fuel on a steam engine. (7)
21. Bodmin or Dart grow old where a boat or ship are anchored. (7)
23. Small bird out of territory hatches into mechanical model of the Solar System. (6)
24. A short person in charge initially finds savoury jelly. (5)
25. Thermodynamics moves this. (4)



Welcome to the first of a semi-regular puzzle section for all our readers of *Monitor*.

The first reader to send in the correct solution to this crossword will receive a £10 Love2shop Gift Card, courtesy of PDS.

Answers can be sent in using “snail-mail” to our usual address on the back page, or by scanning your solution and sending it to the editor of *Monitor* (e-mail address on p.1). In either case, please do not forget to add your contact details in case we need to contact you.

Obviously, no-one from PDS or wider UKHSA is allowed to take part, only one entry per person is allowed and, in all matters, the Editor's decision is final.

Start solving ... and Good Luck!

Stay Connected with PDS

Contact	Tel. (prefix 01235, unless *)	Contact	Tel. (prefix 01235, unless *)
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Christina Hoddinott, Co-ordination & Records Manager	825337	- Neutron (Leeds)*	0113 267 9041
Kinga Zmijewska, Technical Development Manager	825178	Offices: -	
Victoria Herbert, Laboratory Manager	825352	- Customer Services <i>(NB: All calls are rotated)</i>	825240
Hugh Schoenemann, Customer Services Manager	825412	- Dosemeter Logistics	825339
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- Dose Records	doserecords@ukhsa.gov.uk	- CLARA Support	clarasupport@ukhsa.gov.uk