

Experience of Introducing a Personal Dosimetry Website HPA Dosimetry On-Line



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Introduction

The UK Health Protection Agency (HPA) operates a personal dosimetry service (PDS) for the assessment of radiation doses to workers. The service includes the supply of several types of personal dosimeter together with a dose record keeping (DRK) service, which maintains dose records and co-ordinates dose assessments from other dosimetry services as well as HPA. HPA PDS serves over 5,000 employers and covers some 65,000 workers, mainly in the UK.

Dose Database

In 2008, the HPA introduced a new internal database called DORIS (Dosimetry Records Information System) which replaced its ageing and inflexible predecessor. So in 2010, to continue with its development of the service, HPA began a project to introduce on-line access to this information for all of its customers called HPA Dosimetry On-Line (HPA-DOL).

HPA-DOL

HPA wanted to be able to offer its clients easy, constant and secure access to their dose data and to improve the speed at which this information was available. Some of the facilities offered to HPA-DOL customers are to:

- amend their dosimeter order
- register/terminate a record for a worker
- amend their address/contact details
- order a radiation passbook
- view individual dose results and life summaries
- download copy dose reports
- view advice pages and information links

Plan and Schedule

A project team was set up and meetings arranged to plan

- time estimates for sections of the project work
- contact with HPA customers and Radiation Protection Advisors (RPAs)
- server security and location
- manage progress with the contractor
- collate user requirements
- plan testing of the design and final software

Testing

HPA-DOL was tested at several stages of the project, including

- early contact with internal and external clients to help with the design and user friendliness of the service
- paper prototyping (wireframing) to allow cost effective changes to the design before the software script had been written
- system testing on the completed software/website
- user testing to check specific tasks
- asking selected customers to view and use the system prior to release to gain further feedback
- penetration testing to ensure the website was robust and secure against attack

Implementation

HPA-DOL went live in October 2011 and has been rolled out to more than 200 customers so far. Feedback so far has been very positive and customers have complimented the

- ease of navigation
- variety of sorting options
- speed of finding dose information
- overall look of the site

HPA plans to ask for feedback from users in mid-2012 to assess further reaction to the new website. We are providing for continual improvement and maintenance to ensure the website remains useful and flexible to the customer needs.

