



medicaltracker

How does Medical Tracker support users and stakeholders?

Understanding the impact of Medical Tracker on school phases, MATs and the staff within each context.

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Medical Tracker at a glance

The UK's leading all-in-one digital medical tracking platform.



3,200+

Schools



17M+

Incidents tracked



1.2M

Email notifications

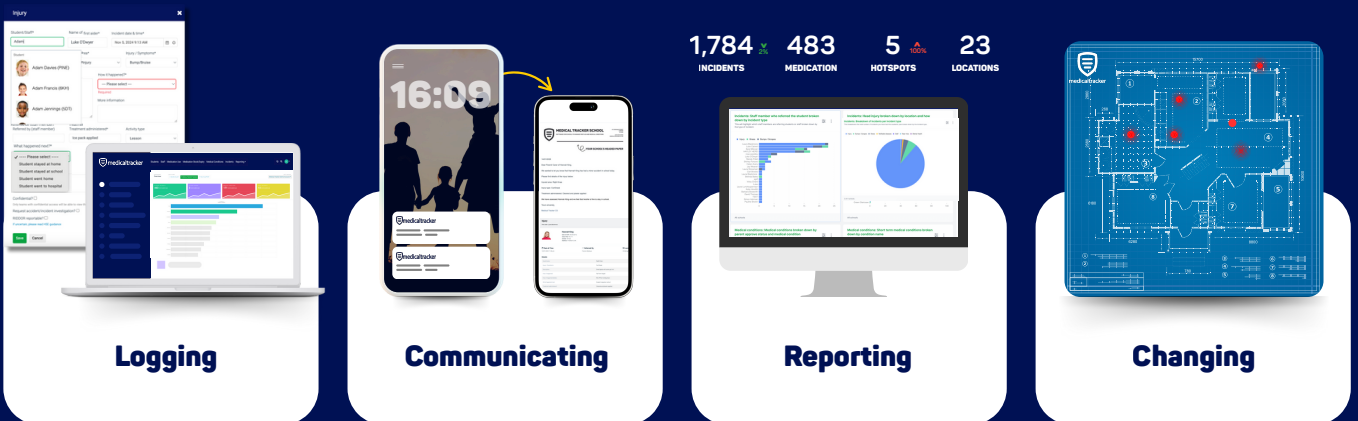


1.4M+

Students' health tracked

What we do

Medical Tracker digitises school first-aid and healthcare, saving time and funds and keeping pupils and staff safer.



One click. One profile. One source of truth.



Overview of Medical Tracker

First-aid, healthcare, and medical needs deserve better than a paper trail or bolt-on information system modules.

Thousands of schools across the UK still rely on paper-based methods for logging, reporting, and monitoring student and staff medical needs and first-aid incidents. While overreliance on paper may be functional, it is neither safe, secure, nor fit for purpose.

Medical Tracker, founded in 2015, is one of the longest-standing digital alternatives to this outdated paper process. Offering schools a more DfE-compliant, secure, efficient, and user-friendly system, Medical Tracker aims to spearhead a national shift towards a more proactive, strategic, and safer process for first aid and medical needs in schools.

With over 100,000 active users across more than 3,200 schools, Medical Tracker collaborates with almost one in ten schools across the UK, ranging from nurseries, primary and junior schools to secondary/all-through schools, as well as FE colleges.

Average Customer Rating: ★★★★★ **4.8 / 5** edtech **impact**

Independent Product Rating based on 18 reviews. [Read all reviews.](#)

★★★★★ Jan 2025

"Medical Tracker has made it so much easier to manage medical issues in school, a..."

Nicole Bainbridge | Business Development Manager

★★★★★ Jan 2025

"Medical tracker is fantastic. You can access all of the information you need."

Rachael Mason | Administrator
Vernon Park Primary School

★★★★★ Jan 2025

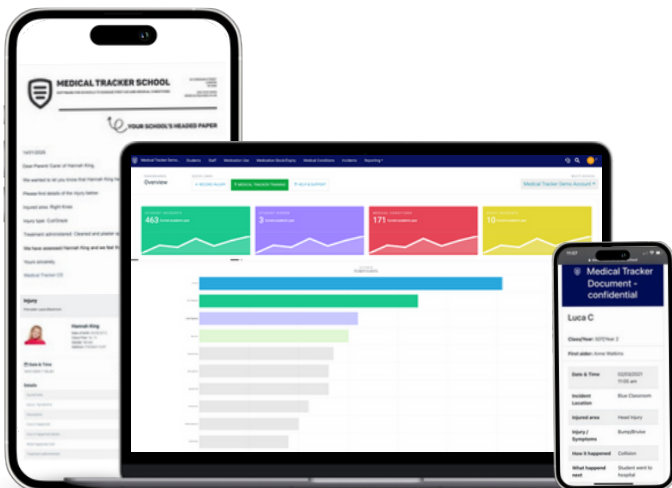
"It is rare to find a management information system that works so effectively"...

Carol Rowlands | Business Manager
Edward Wilson Primary School

★★★★★ Jan 2025

"I often recommend Medical Tracker to other schools."

Caroline Winchcombe | Deputy Headteacher,
Crown Wood Primary School.



- ✔ Streamlines incident and medication tracking.
- ✔ Tracks and manages CPD certifications.
- ✔ Integrates seamlessly with all MIS platforms.
- ✔ Keep parents informed in real-time.
- ✔ Complete student and staff health tracking.



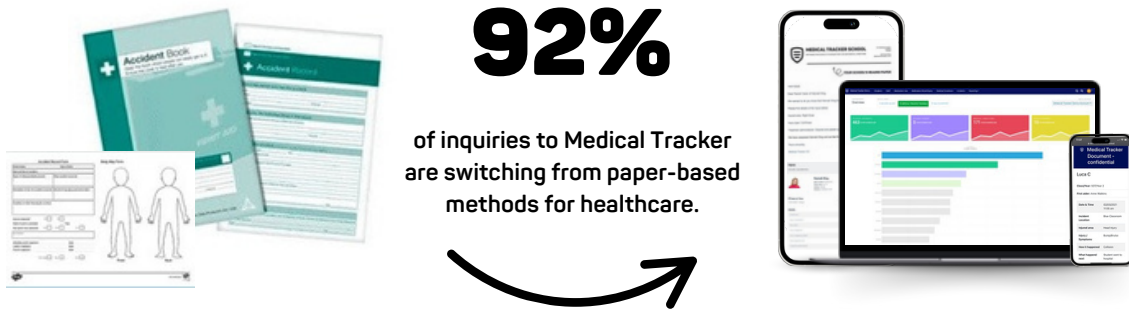
The current landscape

Among other factors, the COVID-19 pandemic fast-tracked our society towards many worrying health trends. Significant increases in poor mental health dominate headlines, and socio-economic inequalities were laid bare as children and teachers across the nation were plunged into uncertainty and worry. These factors, among others, have significantly impacted our children's health, well-being, social skills, and academic attainment.

Work must be done to reverse or mitigate these impacts. Schools are a front line in this fight. Schools can create a sustainable, school-wide approach to student health. This is not about a quick fix or choosing tech for tech's sake. In partnering with Kitt Medical, Medical Tracker hopes to highlight the need to embed a culture of health awareness, prevention, and accountability that is resilient against the ever-changing public health landscape and seemingly ever-diminishing provisions of healthcare professionals.

The next step is clear:

Leaders and decision-makers must view physical health and first-aid provision as a strategic priority, not a reactive necessity. By acting now, before the next budget cycle, the next flu season, or the next pandemic, schools can secure the wellbeing of their pupils and staff and the stability of their resources.



X2 The National Child Measurement Programme (NCMP) for England 2021/22 found that children living in the most deprived areas were more than twice as likely to be living with obesity as those living in the least deprived areas.

X12 A recent University College London study found that 'Gen Z' children born into the poorest fifth of families in the UK are 12 times more likely to experience a raft of poor health and educational outcomes by the age of 17 compared to more affluent peers.

X3 Data found that children living in the most deprived areas of the UK were ~3 times as likely to have experience of dental decay as those living in the least deprived areas.

Issues schools face with paper-based healthcare processes:



Efficient incident response:

Schools struggle with delays as they struggle to track down colleagues, accident books and parent details. Timely responses and communication with parents during incidents are crucial.



Standardisation:

Ensuring consistent health management practices is challenging without uniform systems and communication processes.



Data privacy and security:

Schools must protect sensitive health data, but ensuring secure storage and access control is difficult without a centralised, secure system and various files all over the school.



Parental consent management:

Collecting and storing parental consent for medications and treatments is often cumbersome and laborious to track.



Paperwork overload:

Paper-based systems are time-consuming and prone to errors, making it hard to keep accurate, accessible records, ultimately delaying access to essential information.



Timely medication administration:

Staff must administer medications at specific times, but large student numbers and complex schedules increase the risk of missed or incorrect doses, posing health risks.



Health trends and reporting:

Monitoring health trends and tracking changes is vital, but manual data aggregation is time-consuming and can lead to inaccuracies.



Medication expiry tracking:

With numerous medications to manage, manually tracking expiry dates can lead to the accidental use of expired medication, compromising student safety and compliance.



First-aid certification compliance:

Tracking staff first-aid qualifications is challenging; if certifications lapse, schools face liability and reduced readiness for medical incidents.



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Medical Tracker for Multi-Academy Trusts



Multi-Academy Trust Executives and Senior Leaders

- 🛡️ **Centralised schoolwide tracking** - All schools use one system for all recording, tracking, monitoring, and reporting, which ensures consistency across your Multi-Academy Trust.
- 🛡️ **Take ownership of your compliance** - As Medical Tracker is DfE, HSE, and RIDDOR first-aid compliant, the information that must be provided for each incident ensures an accurate recording.
- 🛡️ **Trust-wide reporting and insights** - report on every bump and medication use to support your schools in improving their safety and redirect resources to areas where they need it most.
- 🛡️ **Save money and find additional funding** - We estimate that schools spend at least £1,000 a year on paper accident books alone, which Medical Tracker will dramatically reduce along with expenditure on expired medication and printing. Saved expenditure could then be redirected to fund new projects and initiatives across your Multi-Academy Trust.
- 🛡️ **Improved governance** - Centralised procurement and consolidated forecasting through Medical Tracker bring consistency, control, and better reporting.



Safeguarding Leads, Business Managers and Office staff

- 🛡️ **Financing** - As schools move toward greater autonomy, SBMs have emerged as essential professionals - overseeing budgeting, procurement, HR, facilities, and more. School budgets remain below 2010 levels in real terms and rising costs in energy and catering compound the problem. Medical Tracker streamlines processes while increasing efficiency and reducing expenditures.
- 🛡️ **Compliance** - School office staff no longer need to worry about first-aid compliance and data security at a granular level, which frees up their capacity to focus on other areas around schools.
- 🛡️ **Risk management** - Greater oversight over all first-aid and healthcare management mitigates data security risks with direct-parent communication, medication tracking and student welfare monitoring,

School Nurses, Healthcare Staff and other users

- 🛡️ **Ditch paper accident books** - incident reporting in less than 30 seconds.
- 🛡️ **No more running around school** - All medical details for all students, their emergency contacts, and their incident history are stored in Medical Tracker for quick, secure access.
- 🛡️ **Guarantee compliance** - Not only is record taking a quick and compliant process, but your requirements as a Trust to retain student data f
- 🛡️ **No more fear of errors** - With a lunchtime queue a mile long, it's no surprise staff are worried about incorrectly recording incidents or losing important health data due to the lack of a centralised system. A digital solution takes care of the paperwork so your staff can focus on the pastoral care.

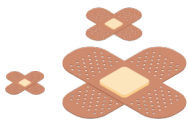


Challenges in Primary and Secondary schools



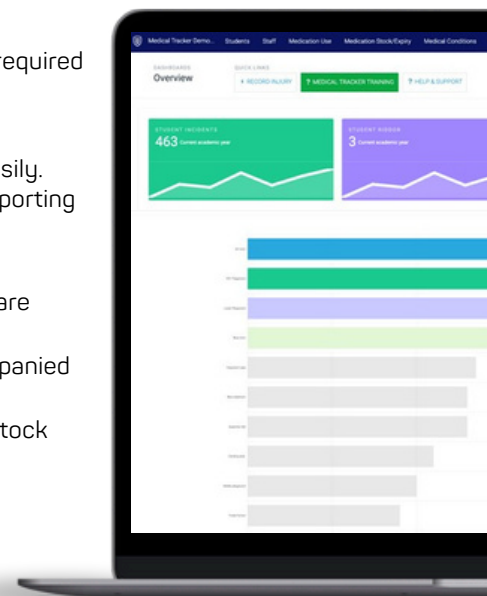
Common challenges for schools with first-aid and healthcare.

- ❌ Paper-based accident books record static data, and **big-picture visibility is unavailable to school leadership.**
- ❌ **Inconsistency of data recording** for injuries, illegible handwriting and spelling errors as well as forgotten incident details.
- ❌ **Time-consuming to record every injury, illness and mental health concern by hand**, particularly on busy days or break periods throughout the day.
- ❌ **Fear of non-compliance with DfE and HSE requirements.** Sometimes it's not always at the front of your mind to be compliant in times of emergency or busy periods.
- ❌ **Pupil medication administration is not effectively tracked.** Missed or repeat dosages are an easy mistake to make but one that can, and should, be avoided.
- ❌ **Time-consuming to contact all parents/guardians after an incident.** Most nurses and healthcare staff deal with several students throughout the school day - it is unreasonable to expect every detail for each student to be remembered and relayed home - particularly if this happens at the end of the school day.
- ❌ **Creating reports for SLT or Governors will take days of staff time as they must collate paper records.** Most schools keep multiple accident books in different areas of the school, and some storage rooms can be a minefield to make sense of, rendering reporting and tracking an almost impossible task.
- ❌ **Records need to be kept from their DOB until a student is 25 years old.** Not only does this data storage take up physical space, but should it need to be accessed, quick and efficient identification is not easy if your school educates hundreds of children each year, keeping records for each of them.



Medical Tracker for Primary and Secondary schools

- ✅ **Centralised system:** All student medical data in one place. Identify where specific schools in the trust need support and training.
- ✅ **Drop-down boxes for guaranteed DfE compliance.** Recorded incidents have DfE and HSE required fields as mandatory drop-down boxes. Your school stays compliant and consistent.
- ✅ **Reports created easily.** Reports for injury type, frequency, and location can be created easily. Reporting and insights across EdTech platforms are not new features. What separates reporting on Medical Tracker is the power of the data. For instance, insights into your
- ✅ **Improved parent and carer confidence.** Parents are notified of pupil injury and follow-up care automatically and can be personalised with school branding and tone of voice to maintain continuity and consistency of communication. Certain injury notifications are also accompanied with NHS guidance so parents and carers are aware of symptoms to look out for.
- ✅ **Monitor first-aid provision.** Monitor all medication administered, expiring medication and stock levels in real-time.
- ✅ **Easy-to-use system.** Every company thinks its platform is easy to use, but with Medical Tracker, it is simple and effective. Training is provided, and regular support webinars are available. **When it comes to first-aid, time is precious. Accuracy is vital. Communication is crucial.**





First-aiders, nurses and healthcare staff

The majority of injuries, illnesses and incidents (including mental health concerns) are highlighted during unstructured times like break and lunchtime.

"10/10! I have already recommended Medical Tracker to any school in my network, as **it is just fantastic. Parents love it!**"

Paula Simmons, Welfare Officer, Regents Park Community School


Pain points

- ✘ Manually writing names/information for every incident on paper records.
- ✘ Recording numerous incidents each break or lunchtime.
- ✘ Midday supervisors are finishing their school contact time after lunchtime, with no time to inform teachers or parents of injury.
- ✘ Speaking to the office team to gather parents' contact details from the MIS systems.
- ✘ Healthcare staff on an off-site visit have no method of recording injuries and rely on memory for incident details.

With Medical Tracker

- ✔ Record all first aid incidents, illnesses and injuries online, securely storing all health information in one place.
- ✔ It takes 30-45 seconds to record a first-aid incident on Medical Tracker, saving so much vital staff time. Care first, admin second.
- ✔ Teachers and staff can be set up to receive automated email alerts for students in their care.
- ✔ Expiry date warning for medication (and staff qualifications).
- ✔ Medical Tracker has MIS syncing as standard, so, contact numbers are available instantly.
- ✔ Record first-aid incidents using multiple devices: laptop, computer, mobile, tablet.

Favourite features:

- 
- ★ Incident recording in 30-45 seconds.
 - ★ Pre-populated parent notifications via email.
 - ★ Online medication administration record (MAR) sheet.
 - ★ Automated medication expiry warning.



Office Teams and administrative staff

School office teams can be small, medium or large. Often, the first contact point for parents dropping off medicines (short or long-term), office teams may also bear the brunt of complaints and frustrations from parents who were unaware of a child's injury.

When staff need to find contact details for the parents (often those without access to the MIS systems like midday supervisors), the office team will likely find the parent's details. When a school uses paper-based injury slips, it can fall to the office team to create and print reams of paper slips for the first aiders and teachers.

Pain points

- ❌ Dealing with parent complaints when they are unaware of the injury or incident.
- ❌ Time-consuming processes to find the parent contact details for staff without MIS access.
- ❌ The office team may be required to access Individual Health Care Plans regularly, swapping between several systems.
- ❌ The office team are often responsible for contacting parents for permission to administer medication during school time.
- ❌ The school office can be a location for storing medicine and accident books, which take up valuable space and create hectic workspaces at busy periods such as lunchtimes.

With Medical Tracker

- ✅ All parents are kept up to date with customisable alerts with just a few clicks.
- ✅ Parents are informed of incidents automatically, removing the need for phone call check-ins with parents.
- ✅ Teachers can receive automated email alerts for students in their care, saving admin time for the office team.
- ✅ Parents are notified of expiring medication (including inhalers) in real-time.
- ✅ Medical Tracker has the contact information pulled from their MIS; contact numbers are available instantly.
- ✅ Parent permissions for medication administration can be completed safely.

If you're still using paper, get rid of that and **switch to Medical Tracker.**

It has been a Godsend for us; it's so easy and in one place.

Harris Academy Office Team





Senior Leadership Teams

Senior Leaders should have visibility of all processes and systems, including first-aid and healthcare. The current paper-based processes make the visibility of whole school first-aid provision almost impossible and they rely on manual communication to be kept up to date when serious incidents occur.

Regular reports to Governors about healthcare provisions in school are a laborious and sometimes unachievable task. This can be time-consuming and require jumping between several different systems.

Senior Leaders want to be proactive rather than reactive.

Pain points

- ✘ Unable to access full medical and injury history throughout school, especially for safeguarding cases.
- ✘ Rely on face-to-face communication or email to be notified of serious incidents around the school.
- ✘ Outdated processes leave the school open to non-compliance with GDPR, DfE and HSE requirements.
- ✘ Accident investigation relies on the individual diligence and initiative.
- ✘ Proactivity is stifled when reactive practices dominate such a fast-paced school department.

With Medical Tracker

- ✔ All medical history is stored securely through Medical Tracker.
- ✔ Custom alerts to notify relevant individuals of serious incidents.
- ✔ All first-aid recording uses mandatory fields which guarantee DfE-compliance.
- ✔ Parents can be notified of any record including injuries, illnesses and medication administration; improving parental confidence in the school.
- ✔ Accident investigation processes are robust, allowing easy tracking with regular status checks.
- ✔ Receive notifications when staff first-aid qualifications are due to expire.

"10/10 would recommend Medical Tracker to another school. Accident reports can be created easily, and **parents are much more involved in the first aid process (all whilst reducing staff workload).**"

Claire Noble-Barton, Head of School, St Nicholas Catholic Primary School



School Business Managers, Finance and Estates Managers

School Business Managers are often the personnel who reach out to learn more about Medical Tracker. Delegated from the headteacher, the school business manager will likely collate first-aid and accident reports, monitor the first aid system, and organise staff training.

The SBM may be the school's health and safety officer, who is interested in the patterns and trends forming across the school.

Pain points

- ✘ Unable to actively reduce the workload of colleagues' workloads.
- ✘ Lack of visibility on the frequency and cause of incidents across the school.
- ✘ Outdated processes leave the school open to be non-compliant with GDPR, DfE and HSE requirements.
- ✘ A cost-effective solution for a school department with little tracking and monitoring of the associated costs.
- ✘ SBMs oversee budgeting, procurement, HR, facilities, and more - digitising and improving a school's approach to these key areas. Yet even now, with all this evolution, healthcare and first-aid systems are still underpowered and outdated in comparison.

With Medical Tracker

- ✔ Your school now has a significantly more cost-effective solution for a school department with spiralling expenditures.
- ✔ All sensitive medical data for students and staff is safely stored and secure.
- ✔ Install a more strategic, proactive solution for your school to secure sustainable, long-term provisions for first-aid and healthcare.
- ✔ Drastically improve parent-school relations with improved communications and transparent information sharing.
- ✔ Support your healthcare colleagues with a tool that reduces their workload, improves their efficiency and amplifies their skills. Care first, admin second.

"It is rare to find a management information system that works so effectively. **I have worked in 4 schools and have purchased Medical Tracker for all 4.** It is probably the best value software, both financially and operationally, that a school could purchase. **I cannot praise it highly enough.**"

Carol Rowlands, School Business Manager, Edward Wilson Primary School



Parents and Carers

When schools are reliant on paper-based methods, they risk potentially frustrating parents and carers. Parents and carers often have to come onto the school premises to approve medication administration for their child and rely on their child transporting important documentation to and from school, but as we all know, mistakes happen.

Pupils may lose paper injury slips and rely on their own memory of the incident, which can be unreliable with EYFS and primary pupils. Parents need to be aware of all medication dosages and timing, the adult who administered it, and incidents involving their children, but paper is not a sustainable solution for this level of time-sensitive detail.

Pain points

- ✗ Unaware if their child has been injured throughout the school day.
- ✗ Frustrated with school communication channels, office staff can often bear the brunt of parent stress and worry..
- ✗ Slow to respond to medication expiry prompts from the office team if they receive paper slips late or missed calls.
- ✗ Required to go to school to deliver medicine or approved medication administration.
- ✗ Allergy, mental health and general health concerns go hand in hand with frustrations around sporadic communication.

With Medical Tracker

- ✓ Schools work with their parent community more collaboratively regarding their child's health.
- ✓ Parents are notified of injury and illness automatically.
- ✓ Parental confidence in the school has improved with cyclical feedback channels involving parents and school staff at every step of an incident recording or medication administration.
- ✓ Parents will have a full history of incidents in their email inbox, and on demand, with full audit logs available on Medical Tracker.
- ✓ Parents are updated with NHS guidance and likely symptoms by Medical Tracker when their child is involved in specific incidents.

"Medical Tracker is the best way to communicate any injuries, accidents, or illnesses to myself and my husband. As a full-time working mum, it is not always easy to pick up the phone, so real-time updates are a godsend; **the best thing that my child's school has bought by far**"

Mandy Patel, Parent



medicaltracker

First-aid and healthcare deserve more than a paper-trail.

You gain total visibility of the first-aid and healthcare provision across your school.

You gain oversight with comprehensive reports that turn data into usable information.

You protect your school with a robust accident investigation process drawing from reliable sources.



















You create valuable insights to make worthwhile change around the school with reports and insights.

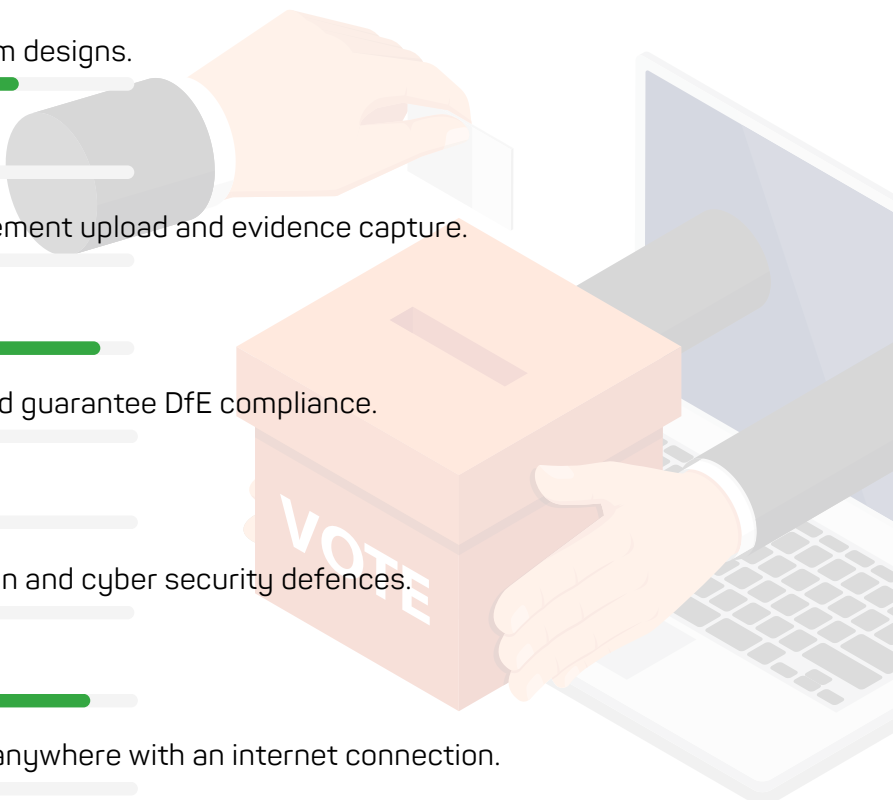
You instil confidence in every colleague and parent in the school's first-aid provision.

You achieve consistent, detailed incident information for every student and staff member in your school.

You implement improved communication processes for medication approval for parents/carers.

Favourite features

-  Automatic email notifications with custom designs. 
-  Student medical profiles. 
-  Accident investigation with witness statement upload and evidence capture. 
-  Reports and insight charts. 
-  Mandatory fields for every incident record guarantee DfE compliance. 
-  Staff first-aid qualification tracking. 
-  Data security, Multi-Factor Authentication and cyber security defences. 
-  Incident record page. 
-  Paperless and cloud-based - accessible anywhere with an internet connection. 





medicaltracker

Let's improve your healthcare provisions

With Medical Tracker you can seamlessly and reliably manage every aspect of student and staff health management.

"If you are thinking about using Medical Tracker for your school, my advice would be to go for it!"

School Business Manager, Russell Lower School

Our data security certifications:



Integrates seamlessly with:



A selection of our partners:

