



Spark Medical reduces administrative burden by up to 80 hours per month with mobile EPR

Independent ambulance provider frees clinical time and improves handovers with Dedalus OneResponse

Independent ambulance provider Spark Medical has cut up to 80 hours of admin time a month by replacing paper patient records with a mobile EPR, freeing up time for frontline paramedics and improving how information is shared with NHS ambulance trusts during handover.

Dedalus' OneResponse system has digitised Patient Report Forms (PRFs) across frontline care and event operations for Spark Medical, whose crews manage almost 5,000 patient contacts per month. All contacts were previously recorded on paper and required manual processing.

The introduction of OneResponse enables clinicians to capture patient records digitally at the point of care and share them directly with receiving services, including NHS ambulance trusts. The mobile EPR removes duplication, improves accuracy of clinical documentation, and ensures that patient information is available immediately across teams during handover.

Matt Richards, Operations Lead at Spark Medical said, "we can transfer patient records directly between crews without paper. It's a seamless handover, and it makes a real difference when we're working alongside NHS ambulance services."

Molly Noble, Paramedic at Spark Medical, added, "OneResponse has made my role so much easier. It's made patient care quicker, more effective, and allowed me to look at patients more holistically."

To further aid the work of highly pressured ambulance crews, the system also provides access to GP Connect data, allowing clinicians to view relevant patient history in real time. This integration enables more informed decision-making, reduces reliance on patient recall, and connects care across disparate pathways.

By removing paper-based workflows, the providers have reduced administrative activity, freeing up clinical time for frontline teams and improving overall service efficiency. Paper PRFs previously reaching tens of thousands annually, and their removal has also

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delivered environmental benefits, reduced costs and minimised the risk of lost or incomplete records.

Following Spark Medical's merger with Mersey Medical in early 2026, the two organisations are now working more closely together, using Dedalus technology to transform how they deliver care. OneResponse is used by both to streamline clinical workflows, improve information sharing and support seamless handovers. Building on this success, Mersey Medical has begun rolling out the system across its own operations.

Mark Hanley, Assistant Service Delivery Manager at Spark Medical, said, "the biggest difference for me is our ability to report on our patients. We now have clear visibility of what's happening across the service, rather than relying on manual processes and fragmented data."

Service oversight comes from structured monthly reporting featuring activity, patient destinations, outcomes and clinician-level data, alongside improved alignment with NHS data and reporting expectations.

"Ambulance services, across both NHS and independent sector, are facing growing pressure to deliver faster, more connected care," said Bishoy Dimitri, Chief Clinical Information Officer, Dedalus. "Our priority is to give frontline teams the digital tools they need to reduce administrative burden, improve the flow of information between organisations, and ultimately enable safer, more joined-up care."

As demand continues to grow across urgent, emergency and event-based care, digital solutions such as OneResponse are expected to play an increasingly important role in supporting large-scale ambulance operations with instant access to patient information and streamlined digital workflows. This will become even more important ahead of major sporting events, including the 2028 UEFA European Championship, which will be hosted across the UK.

Building on its success, Spark Medical has expanded its use of the platform into Wales, with Scotland set to follow.

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Notes to editor

About Dedalus

Dedalus is Europe's largest healthcare and diagnostic software provider, supporting healthcare systems and providers to deliver integrated, data-driven care. Its solutions are used by healthcare organisations worldwide to improve clinical workflows, enable interoperability, and enhance patient outcomes.

About Dedalus OneResponse

OneResponse is Dedalus' award-winning mobile electronic patient record designed for ambulance and pre-hospital care settings. It supports clinical documentation, GP Connect integration, offline working, and real-time EPR transfer between crews and partner services.

About Spark Medical

Spark Medical is a leading UK provider of independent ambulance services, pre-hospital care, and medical support solutions, delivering patient-focused services where every second counts and every patient matters.

Working in partnership with NHS organisations, private healthcare providers, and event operators, Spark Medical delivers a full spectrum of services including urgent and non-emergency patient transport, frontline support, event medical cover, and clinical training.

With a modern fleet, 24/7 clinical support, and a highly trained workforce, the organisation combines operational responsiveness with robust governance and CQC-registered standards, consistently ensuring safe, effective, and high-quality care.

Spark Medical's mission is to deliver the right care, in the right place, through a skilled and committed workforce, while continuing to innovate and expand its services across the UK healthcare landscape.

About Mersey Medical

Mersey Medical is a trusted provider of event medical services, ambulance provision, patient transport, and urgent & emergency care solutions, operating across the North West, the UK, and internationally.

Established by experienced healthcare professionals, the organisation was built to raise industry standards through strong clinical governance, multidisciplinary expertise, and a commitment to delivering safe, effective patient care in all environments.

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Mersey Medical delivers tailored medical support across events, film and television productions, secure transport, and healthcare settings, supported by a leadership team comprising doctors, nurses, paramedics, and experienced operational staff.

Driven by the principle of providing the right care, at the right time, with the right resources, the organisation continues to evolve through innovation, workforce development, and a focus on exceeding national standards and best practice.