



Welsh Ambulance Services NHS Trust

# Behind the Headlines

## November 2022

### Operations in numbers



**37,765**

999 incidents in October 2022



**45,984**

non-emergency journeys in October 2022



**83,962**

calls to NHS 111 Wales in October 2022

Our crews attended **4,551** immediately life-threatening Red calls in October 2022

**875** incidents attended by Community First Responders, 2% fewer than last month

**19% more calls** were made to 111 NHS Wales compared to September 2022

Our emergency service transported **13,408 patients** to hospital in October 2022



**3,850** journeys completed by Volunteer Car Service Drivers, 7% more than last month



**83% of calls** received through NHS 111 Wales were outside of 8.00am-6.30pm

### Social media posts of the month

**Welsh Ambulance Services NHS Trust**  
Published by Rachel Watling (admin) · 20 October at 12:45 · 🌐

Team work makes the dream work.  
After Sian Andrews suffered a cardiac arrest, it was thanks to the quick response from a [Goodsam](#) responder, [#TeamWAST](#) and the [Emergency Medical Retrieval and Transfer Service - EMRTS Wales](#) that helped save her life.  
Read more 📄 <https://bit.ly/3NdAq7U>

The life-saving cardiac responder app has been relaunched.

📞 When a person is suffering a cardiac arrest and 999 is called, the [@GoodSamApp](#) will trigger an alert to the nearest GoodSAM responder.

Read more and sign up today  
👉 [bit.ly/3D8gBdM](https://bit.ly/3D8gBdM)

[#everysecondcounts](#)  
[pic.twitter.com/bXsewx4liK](https://pic.twitter.com/bXsewx4liK)



### Campaigns



**Mae Brechu yn achub bywydau**  
**Vaccination saves lives**

We risk our lives to protect yours.

Work with us, not against us.

Assaulting our emergency workers is unacceptable.



## Social media performance



**167,023**  
post reach

**4,101**  
page visits

**102**  
new likes



**84**  
new followers

**14.6k**  
profile visits

**154k**  
tweet impressions

**994**  
mentions

## Media activity

**1**

Positive queries

**52**

Routine queries

**9**

Negative queries

**5**

media  
interview  
requests

**8**

press  
releases  
published

**119**

internal  
pieces  
published

## Coverage highlights



We love hearing your feedback. If there is anything you'd like to share with us, add colleagues to the distribution list or just get in touch with us, you can email [was.communications@wales.nhs.uk](mailto:was.communications@wales.nhs.uk)