



Welsh Ambulance Services NHS Trust

# Behind the Headlines

## January 2023

### Operations in numbers



# 41,094

999 incidents in December 2022



# 41,593

non-emergency journeys in December 2022



# 143,396

calls to NHS 111 Wales in December 2022

Our crews attended

# 5,961

immediately life-threatening Red calls in December 2022

# 908

incidents attended by Community First Responders, 17% more than last month

# 91% more calls

were made to 111 NHS Wales compared to November 2022

Our emergency service transported

# 12,353 patients

to hospital in December 2022



# 3,473

journeys completed by Volunteer Car Service Drivers, 22% fewer than last month



82% of calls received through NHS 111 Wales were outside of 8.00am-6.30pm

### Social media posts of the month

Tony Hargreaves, an ambulance service stalwart has retired after 50 years with #TeamWAST. The 70-year-old has enjoyed a varied career, moving through the Trust, until his retirement on the 22 December 2022. We wish you a happy retirement. Read more <https://bit.ly/3Wyybew>



End of Life Care Lead Ed O'Brian has been awarded the King's Ambulance Service Medal in the #NYHonours 🏆

Former Director of Quality and Nursing Claire Bevan has also been awarded an OBE for services to nursing and patient care.

Congratulations 🎉

More: [bit.ly/3WB3b2i](https://bit.ly/3WB3b2i)  
[pic.twitter.com/W0rCpoSZOf](https://pic.twitter.com/W0rCpoSZOf)



41 replies 31 retweets 534 likes

### 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



**354,092**  
post reach

**7,510**  
page visits

**164**  
new likes



**189**  
new followers

**22k**  
profile visits

**492k**  
tweet impressions

**958**  
mentions

## Media activity

**4**

Positive queries

**33**

Routine queries

**19**

Negative queries

**34**

media  
interview  
requests

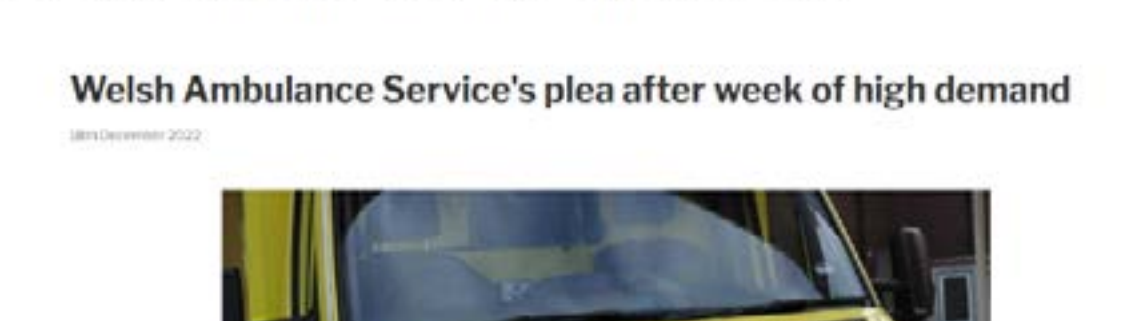
**12**

press  
releases  
published

**84**

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)