



Welsh Ambulance Services NHS Trust

# Behind the Headlines

April 2021

## Operations in numbers



**37,580**

999 incidents in March 2021



**44,200**

completed non-emergency journeys in March 2021



**72,850**

calls to 111 and NHS Direct Wales in March 2021

**3,782**

calls from suspected Covid-19 patients



Our non-emergency teams transported

**581 Covid-19**

positive patients in March 2021 representing a

**49% decrease** from February 2021

We received

**6% fewer calls**

to 111 and NHS Direct Wales compared to February 2021

Our crews attended

**2,469**

immediately life-threatening Red calls

Our emergency services transported

**19,589 patients**

to hospital in March 2021



**56.3% of calls**

received through 111 and NHS Direct Wales were outside of 8.00am-6.30pm

**1,202**

incidents attended by Community First Responders, 9% lower than last month



**5,553**

journeys completed by Volunteer Car Drivers, 18% higher than last month



Remember: washing your hands regularly is your most efficient first line of defence against the Covid-19 virus

## Social media highlight of the month



Welsh Ambulance Services NHS Trust

28 March · 🌐

Our 111 phone service is experiencing high demand pan-Wales. Unless the condition of the patient has deteriorated, please refrain from making multiple calls. We are dealing with every case. For the most serious life threatening injuries or illness use 999 as normal. Thank you.



🌱 Get more likes, comments and shares  
When you boost this post, you'll show it to more people.

22,192

People reached

886

Engagements

Boost post

👍👍👍 Luke Ayres, Jennie Jones and 55 others

2 Comments 146 shares

Mar 2021 · 31 days

### TWEET HIGHLIGHTS

**Top Tweet** earned 24.8K impressions

Earlier today HRH Prince William made a very special call to our Area Manager for 111 services @Chris\_nhswales in which he thanked the dedicated staff of the health advice service for their efforts during the pandemic. Read more here 👉 [bit.ly/2OkUzhZ](https://bit.ly/2OkUzhZ) [pic.twitter.com/w85t8iNmRa](https://pic.twitter.com/w85t8iNmRa)



👍 1 🔄 14 ❤️ 90



## Social media performance



**106**  
new followers

**150,614**  
post reach

**3,332**  
page views

**11,307**  
post engagements



**134**  
new followers

**243k**  
tweet impressions

**14.9k**  
profile visits

**880**  
mentions

## Media activity

**2**

Positive queries

**94**

Routine queries

**6**

Negative queries

**4**

media  
interview  
requests

**20**

WAST  
mentions in  
the media

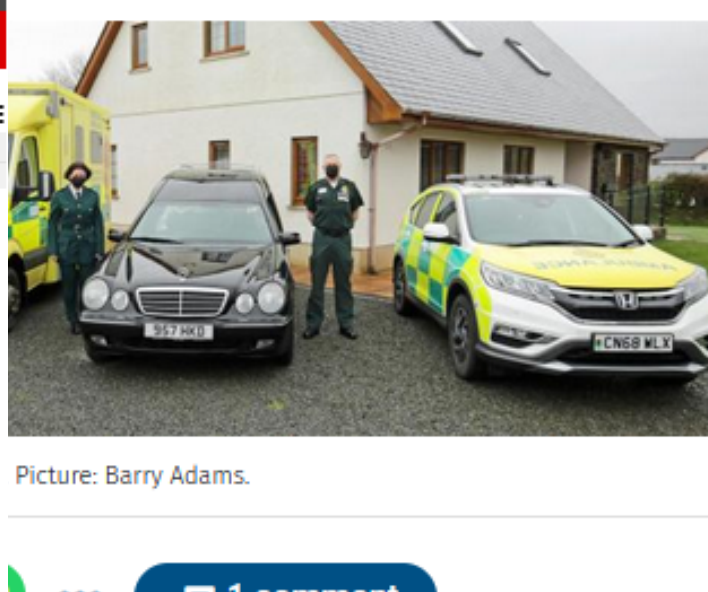
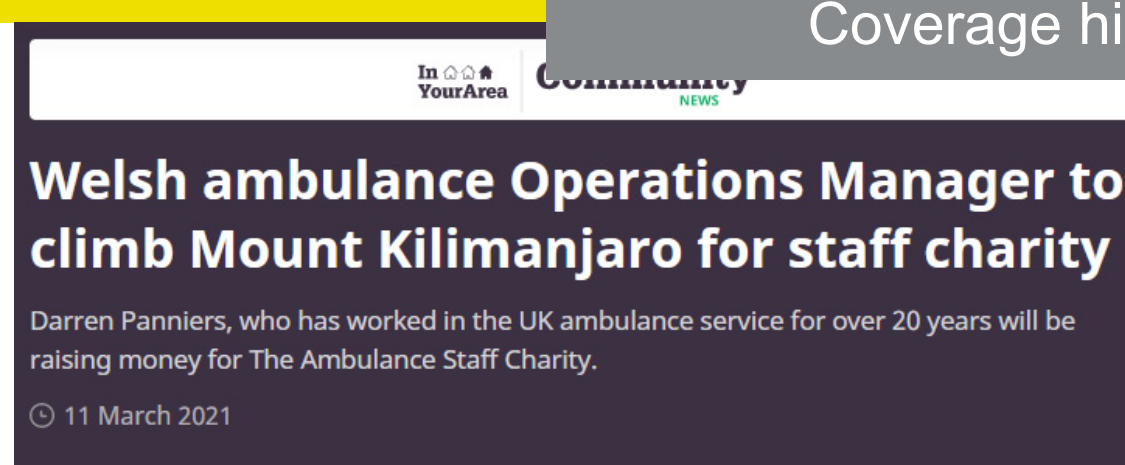
**9**

press  
releases  
published

**140**

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)