



Welsh Ambulance Services NHS Trust

Behind the Headlines

April 2022

Operations in numbers



39,177

999 incidents in March 2022



52,008

non-emergency journeys in March 2022



60,750

calls answered by a NHS 111 Wales call handler in March 2022

Our crews attended

3,590

immediately life-threatening Red calls in March 2022

Our non-emergency teams transported

1,417 Covid-19

positive patients in March 2022 representing a

106% increase

from February 2022

10% more calls

were made to 111 NHS Wales compared to February 2022

1,175

calls from suspected Covid-19 patients in March 2022



869

incidents attended by Community First Responders, 12% more than last month



86% of calls

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

Our emergency services transported

14,249 patients

to hospital in March 2022



4,548

journeys completed by Volunteer Car Service Drivers, 12% more than last month



3,940

calls made to NHS 111 Wales were referred to 999 in March 2022

Social media posts of the month

Welsh Ambulance Services NHS Trust
23 March · 🌐

The Welsh Ambulance Service appointed its first #PalliativeCare Paramedics last year, in what was also a UK ambulance service first. Among them is Rosanna, who has written this thoughtful day-in-the-life account of supporting people with a life-limiting illness at Swansea Bay NHS 🙌 <https://bit.ly/3NIWJZI>

Top Tweet earned 22.3K impressions

We appointed our first #PalliativeCare Paramedics last year, in what was also a UK ambulance service first.

Among them is Rosanna, who has written this thoughtful day-in-the-life account of supporting people with a life-limiting illness @SwanseabayNHS 🙌 bit.ly/3NIWJZI pic.twitter.com/jQUNQMJqvF



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Social media performance



126
new followers

329,192
post reach

3,363
page views

27,810
post engagements



138
new followers

154k
tweet impressions

22.7k
profile visits

938
mentions

Media activity

0

Positive queries

32

Routine queries

15

Negative queries

3

media
interview
requests

6

press
releases
published

131

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