



Welsh Ambulance Services NHS Trust

# Behind the Headlines

## December 2020

### Operations in numbers



**37,111**

999 incidents in November 2020

**8%** decrease from November 2019



**39,345**

completed NEPTS\* journeys in November 2020

**30%** decrease from November 2019



**90,381**

calls to 111 and NHSDW\* in November 2020

**53%** increase from November 2019

**62.4%** conveyance rate

**6%** decrease from October 2020

**0.1%** decrease from October 2020

**3,719** Covid-19 incidents

**1,259** Covid-19 patients

\*Non-Emergency Patient Transport Service

\*NHS Direct Wales



**1,057** incidents attended by CFRs\*

\*Community First Responders

**4,298** journeys completed by VCDs\*

\*Volunteer Car Drivers

### Social media performance



**747**

new followers

**757,158**

post reach

**9,993**

page views

**96,789**

post engagements



**238**

new followers

**692k**

tweet impressions

**10.2k**

profile visits

**1,112**

mentions

### Social media highlight of the month



Welsh Ambulance Services NHS Trust

Published by Rachel Watling [?] · 15 November ·

Last night one of our emergency ambulance's was stolen from the Shotton area of Flintshire, whilst the crew were treating a patient at their home address.

The theft of an emergency ambulance is an extremely irresponsible act placing patients and the public at risk.

Full statement here: <https://bit.ly/381113Z>



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

358,902  
People reached

56,657  
Engagements

Boost post

910

115 Comments 1,654 shares

Nov 2020 - 30 days

TWEET HIGHLIGHTS

**Top Tweet** earned 113K impressions

Last night one of our emergency ambulance's was stolen from the Shotton area of Flintshire, whilst the crew were treating a patient at their home address.

The theft of an emergency ambulance is an extremely irresponsible act.

Full statement here: [bit.ly/381113Z](https://bit.ly/381113Z)  
[pic.twitter.com/chQ6NQT1bC](https://pic.twitter.com/chQ6NQT1bC)





## Media activity

1

Positive queries

59

Neutral queries

2

Negative queries

2 media interview requests

58 WAST mentions in the media

15 press releases published

108 internal pieces published

## Coverage highlights

### Commendation for welsh life-saving police officers

The Welsh Ambulance Service has commended three South Wales Police Officers who came to the aid of a Barry bus driver

10 November 2020 0 comments



### NEWS

Wales | Wales Politics | Wales Business | North West | North East | Mid | South West | South East | Cymru | Local News

### Ambulance stolen as paramedics treat Deeside patient

15 November

### NEWS

Wales | Wales Politics | Wales Business | North West | North East | Mid | South West | South East | Cymru | Local News

### Welsh Ambulance Service reveals most inappropriate 999 calls

24 November



### WalesOnline

### The new NHS 111 service for RCT and Merthyr Tydfil and when it should be used

People who call 111 will be given expert advice from clinicians who can signpost them to the right NHS service to meet their needs

SHARE f t w c COMMENTS

By **Mark Smith** Health Correspondent  
15:46, 26 NOV 2020

See news near you

Enter your postcode

Go

### County Times

News

15th November

### Brecon baby saved by 'amazing' ambulance crew



The baby's life was saved by Welsh Ambulance Service crew from Brecon. Pics: WAS

0 comment

We thanked the Welsh Ambulance Service crews for their help in saving the baby's life.

### Wrexham.COM

### Welsh Ambulance Service to “embrace technology” for frontline staff under new digital strategy



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)