

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

62.4% conveyance rate

3,719 Covid-19 incidents

39,345

completed NEPTS* journeys in November 2020

30% decrease from November 2019

6% decrease from October 2020

1,259 Covid-19 patients

90,381

calls to 111 and NHSDW* in November 2020

53% increase from November 2019

0.1% decrease from October 2020

*Non-Emergency Patient Transport Service

*NHS Direct Wales



*Community First Responders

journeys completed by VCDs*

*Volunteer Car Drivers

Social media performance



747

757,158

9,993

96,789



238

692k tweet impressions

10.2k profile visits

1,112

Social media highlight of the month



Welsh Ambulance Services NHS Trust

Published by Rachel Watling [?] - 15 November - 6

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/38I1I3Z



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

People reached

56,657

Engagements

Boost post

😡 😮 🖺 910

358,902

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/38I1I3Z pic.twitter.com/chQ6NQT1bC

welshambulanceservice



Positive queries

59

Neutral queries

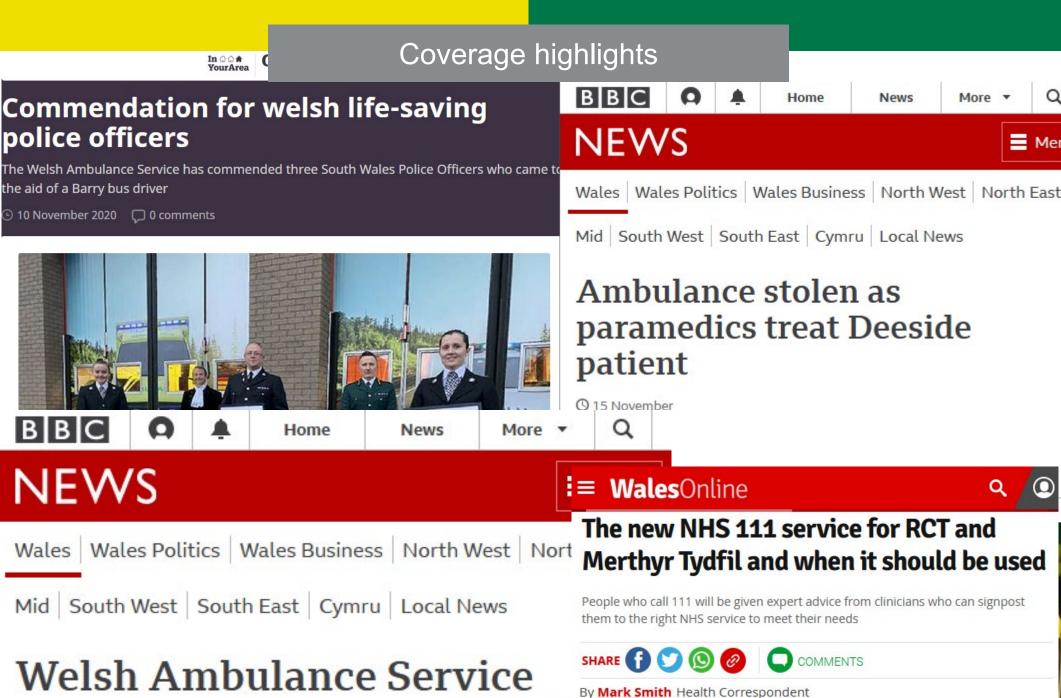
Negative queries

media interview requests

58

WAST mentions in the media

5 press releases published 108 internal pieces published



reveals most inappropriate S

O 24 November



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

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County Times

News 15th November

Brecon baby saved by 'amazing' ambulance crew

Wrexham.com

Welsh Ambulance Service to "embrace technology" for frontline staff under new digital strategy



In ♠ ♠ YourArea



■ 0 comment

ve thanked the Welsh Ambulance Service crews

life was saved by Welsh Ambulance Service crew from Brecon. Pics: WA

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