



Welsh Ambulance Services NHS Trust

Behind the Headlines

December 2021

Operations in numbers



43,696

999 incidents in November 2021



48,525

completed non-emergency journeys in November 2021



92,987

calls to 111 and NHS Direct Wales in November 2021

Our crews attended

3,855

immediately life-threatening Red calls

Our non-emergency teams transported

635 Covid-19

positive patients in November 2021 representing a

16% decrease

from October 2021

We received

23% fewer calls

to 111 and NHS Direct Wales compared to October 2021

5,454

calls from suspected Covid-19 patients



1,119

incidents attended by Community First Responders, 21% lower than last month



72% of calls

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

Our emergency services transported

16,012 patients

to hospital in November 2021



4,613

journeys completed by Volunteer Car Service Drivers, 3% higher than last month



4,660

calls made to 111 and NHS Direct Wales were referred to 999 in November 2021

Social media posts of the month

Welsh Ambulance Services NHS Trust
4 November · 🌐

🚒 We're appealing for information after items were stolen from an emergency ambulance as the crew treated a patient.

📍 The theft took place in Tan-Y-Bryn, Rhymney, Caerphilly, between 11.55pm last Thursday 28 October and 1.00am on Friday 29 October.

👕 A white and blue Vans rucksack was taken, which included an NHS iPad.... See more

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

170,272 People reached 15,292 Engagements [Boost post](#)

👍👎👤 307 40 Comments 2,713 shares

Nov 2021 · 30 days

TWEET HIGHLIGHTS

Top Tweet earned 24.2K impressions

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👤 11 🔄 97 ❤️ 63

Social media performance



162
new followers

522,255
post reach

4,193
page views

42,555
post engagements



151
new followers

240k
tweet impressions

19.2k
profile visits

741
mentions

Media activity

3

Positive queries

42

Routine queries

12

Negative queries

16

media
interview
requests

58

WAST
mentions in
the media

12

press
releases
published

135

internal
pieces
published

Coverage highlights



Valuable items stolen from emergency ambulance as crew treated patient



WALE'S WEEKLY NEWSPAPER OF THE YEAR

25th November

Welsh Ambulance Service app launched to support domestic violence victims

By Gavin Grosvenor | @CTSport



Flight attendant from Connah's Quay joins Welsh Ambulance Service after 32-year career with British Airways



10th November

Man spent 13 hours in ambulance outside the Grange Hospital

By Tom Moody | @TomMoodyArgus



Latest Welsh NHS performance figures show 'unsustainable pressures' on health system



The latest Welsh NHS performance figures demonstrate the "unsustainable pressures" the health system is being faced with, leading figures have said. Data published today shows the worst ever performance for ambulance services.



itv NEWS Your Area Topics

Welsh Ambulance Service appoints palliative care team in UK first

WALES | HEALTH | WELSH AMBULANCE SERVICE
NHS | Wednesday 17 November 2021, 12:47pm



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