



Welsh Ambulance Services NHS Trust

# Behind the Headlines

## February 2021

### Operations in numbers



**36,317**

999 incidents in January 2021



**37,778**

completed non-emergency journeys in January 2021



**111,993**

calls to 111 and NHS Direct Wales in January 2021

**3,745**

calls from suspected Covid-19 patients



Our non-emergency teams transported **1,805 Covid-19** positive patients in January 2021 representing an **11% decrease** from December 2020

We received **16% fewer calls** to 111 and NHS Direct Wales compared to December 2020

Our crews attended **2,460** immediately life-threatening Red calls

Our emergency services transported **17,509 patients** to hospital in January 2021



**60.5% of calls** received through 111 and NHS Direct Wales were outside of 8.00am-6.30pm

**1,355**

incidents attended by Community First Responders, 17% higher than last month



**4,420** journeys completed by Volunteer Car Drivers, 4% 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  
Published by Rachel Watling (admin) · 19 January ·

It is with deep sadness that we announce the death of colleague Paul Teesdale to Covid-19.

Paul had a distinguished career at South Wales Fire and Rescue Service before joining our Non-Emergency Patient Transport Service as a call handler.

Our thoughts and condolences are with Paul's family at this difficult time. ... See more



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

96,270  
People reached

22,150  
Engagements

Boost Post

Caroline Thomas, Joao Dias and 1.8K others

268 Comments 281 shares

Jan 2021 · 31 days

#### TWEET HIGHLIGHTS

**Top Tweet** earned 110K impressions

It is with deep sadness that we announce the death of 'true gentleman' Paul Teesdale to Covid-19. Paul had a distinguished career @SWFireandRescue before joining our non-emergency service as a call handler. Our thoughts are with his family. Full tribute: [bit.ly/2M8VeSM](https://bit.ly/2M8VeSM) [pic.twitter.com/u0uhXFJPdR](https://pic.twitter.com/u0uhXFJPdR)



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## Social media performance



**282**  
new followers

**542,343**  
post reach

**6,574**  
page views

**45,386**  
post engagements



**232**  
new followers

**628k**  
tweet impressions

**12.1k**  
profile visits

**852**  
mentions

## Media activity

**0**

Positive queries

**58**

Routine queries

**2**

Negative queries

**9**

media  
interview  
requests

**26**

WAST  
mentions in  
the media

**5**

press  
releases  
published

**96**

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)