



Welsh Ambulance Services NHS Trust

Behind the Headlines

February 2022

Operations in numbers



37,202

999 incidents in January 2022



43,784

completed non-emergency journeys in January 2022



57,712

calls were answered by either a 111 or NHS Direct Wales call handler in January 2022

Our crews attended

3,391

immediately life-threatening Red calls in January 2022

Our non-emergency teams transported

1,499 Covid-19

positive patients in January 2022 representing a

92% increase

from December 2021

1% more calls

were made to 111 and NHS Direct Wales compared to December 2021

4,029

calls from suspected Covid-19 patients in January 2022



898

incidents attended by Community First Responders, 3% more than last month



92% of calls

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

Our emergency services transported

15,518 patients

to hospital in January 2022



4,244

journeys completed by Volunteer Car Service Drivers, 5% higher than last month



4,868

calls made to 111 and NHS Direct Wales were referred to 999 in January 2022

Social media posts of the month

Welsh Ambulance Services NHS Trust
2 January · 🌐

Please remember you can easily access medical advice from...

- 📺 NHS 111 Wales symptom checkers
- 💊 Your local Pharmacy

#BeWiseSaveLives #HelpUsHelpYou

Use Resources Wisely
Help Us Help You

999	111	PHARMACY
For emergencies only When someone is seriously ill or injured and their life is at risk. Every second counts.	For urgent medical help When it's not an emergency and you are not sure what to do. The online NHS 111 Wales symptom checkers can also help you.	For clinical advice On a range of minor illnesses, aches and pains. Over the counter medication and emergency prescriptions.

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

48,922 People reached 643 Engagements [Boost post](#)

Malcolm Allsopp, Pauline Griffiths and 40 others 97 shares

Top Tweet earned 37K impressions

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#BeWiseSaveLives #HelpUsHelpYou
pic.twitter.com/zmZSuKZn1z

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2 replies 42 retweets 31 likes

Social media performance



208
new followers

4,645
page views

652,634
post reach

56,133
post engagements



183
new followers

20.7k
profile visits

238k
tweet impressions

581
mentions

Media activity

3

Positive queries

23

Routine queries

19

Negative queries

12

media
interview
requests

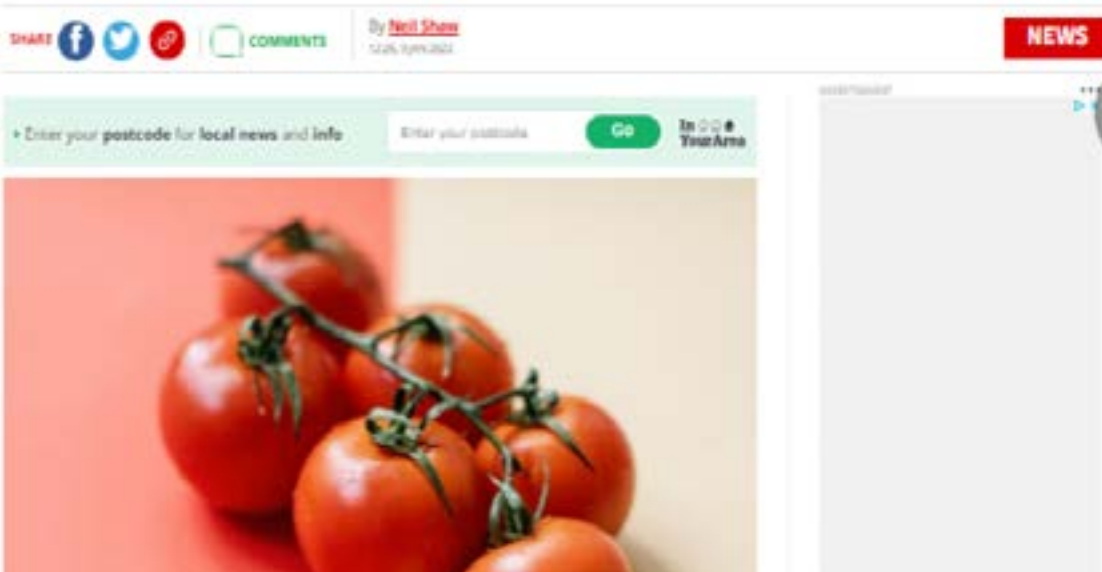
6

press
releases
published

124

internal
pieces
published

Coverage highlights



Wales Air Ambulance Service attended 3,544 'life or limb-threatening' emergencies last year



North Wales family thank call handler and medics after dad suffered cardiac arrest



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