



Welsh Ambulance Services NHS Trust

Behind the Headlines

January 2021

Operations in numbers



39,524

999 incidents in December 2020



39,335

completed NEPTS* journeys in December 2020



130,899

calls to 111 and NHSDW* in December 2020

11% decrease from December 2019

24% decrease from December 2019

67% increase from December 2019

61.2% conveyance rate

0.1% decrease from November 2020

44% increase from November 2020

4,582 Covid-19 incidents

2,037 Covid-19 patients

*Non-Emergency Patient Transport Service

*NHS Direct Wales



1,158 incidents attended by CFRs*

*Community First Responders

4,267 journeys completed by VCDs*

*Volunteer Car Drivers

Social media performance



1,209

new followers

1,221,913

post reach

12,537

page views

125,319

post engagements



379

new followers

1.4m

tweet impressions

25.4k

profile visits

1,617

mentions

Social media highlight of the month



Welsh Ambulance Services NHS Trust

Published by Rachel Watling [?] · 3 December 2020 ·

The Welsh Ambulance Service has this afternoon declared a critical incident because of a high level of demand, particularly in South East Wales.

Read more here 👉 <https://bit.ly/37u2Jup>



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

207,310
People reached

38,598
Engagements

Boost Post

👍👎👤 125

17 Comments 936 shares

Dec 2020 · 31 days

TWEET HIGHLIGHTS

Top Tweet earned 260K impressions

We're proud and grateful once again to be working alongside the military in the collective effort against Covid-19. More than 90 soldiers from the Royal Logistics Corps will assist us by driving ambulance vehicles from tomorrow. Full story 👉 bit.ly/3pdYABZ pic.twitter.com/eQeHVQBR6J



👍 22 🔄 110 ❤️ 758

Media activity

2

Positive queries

70

Neutral queries

4

Negative queries

13 media interview requests

66 WAST mentions in the media

15 press releases published





116 internal pieces published

Coverage highlights

WalesOnline

Welsh Ambulance Service calls in the Army to help respond to extreme pressures

More than 90 soldiers will drive ambulances

SHARE     34 COMMENTS

By **Mark Smith** Health Correspondent
11:56, 22 DEC 2020 | UPDATED 15:08, 22 DEC 2020

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8 December 2020

itv

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Your Area 

'Beyond crisis point': How Wales' ambulance are stuck waiting with hospitals under pressure

HEALTH | WALES | Wednesday 16 December 2020, 10:55pm

 **Rupert Evelyn**
Wales and West of England Correspondent

Wrexham.COM

Welsh Ambulance Service's control rooms recognised as among the best in the world



the Leader

News

17th December 2020

Wrexham paramedic and colleague save Anglesey man's life after cardiac arrest

 @joerob_leader

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Welsh Ambulance Service declares 'critical incident' after surge in 999 calls

 Comment »

 **Elisa Menendez** Thursday 3 Dec 2020 4:56 pm



chnician Geraint Lloyd, John Lawson and paramedic Ciara Bollard

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