

Welsh Ambulance Services NHS Trust

Behind the Headlines January 2022

Operations in numbers

These figures now represent callers selecting an option which requires an assessment by a 111 Call Handler. Other calls will have been made which are not reflected here



39,849

999 incidents in December 2021



45,118

completed nonemergency journeys in December 2021



57,302

calls were answered by 111 and NHS Direct Wales in December

Our crews attended

3,935

immediately lifethreatening Red calls Our non-emergency teams transported

781 Covid-19

positive patients in December 2021 representing a

23% increase from November 2021

5% more calls were made to 111 and **NHS Direct Wales** compared to November 2021

5,433 calls from suspected Covid-19 patients



incidents attended by

Community First Responders, 3% lower than last month



86% of calls

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

Our emergency services transported

15,355 patients to hospital in December 2021



4,050

journeys completed by Volunteer Car Service Drivers, 12% lower than last month



4,510

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

Social media posts of the month



Welsh Ambulance Services NHS Trust

3 December 2021 · Q

Eight emergency workers were assaulted every day in Wales in the first half of this year.

This Christmas, the best gift you can give our emergency workers is respect 🧼



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

People reached

47,146

1,695

Engagements

Boost post

Chloe Louisa Lancey, Sian Williams and 63 others

14/ shares

Like

Comment

Share

Top Tweet earned 75K impressions

Eight emergency workers were assaulted every day in Wales in the first half of this year.

This Christmas, the best gift you can give our emergency workers is respect 💙

Work #WithUsNotAgainstUs 👍



Full story: bit.ly/3lxpoxB pic.twitter.com/NhEE8oStjV



£3 70



238

746,080 post reach

5,439 page views

61,993 post engagements



160 new followers

309k tweet impressions

19.9k profile visits

mentions

Media activity

Positive queries

Routine queries

Negative queries

media interview requests

42

WAST mentions in the media

press releases published

121

internal pieces published

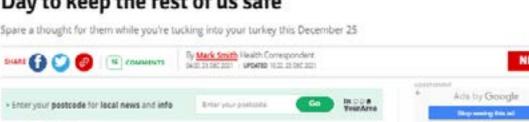
LATEST TWEE

Updated: Fri 31st Do

West + Heath + 1045

Coverage highlights DEESIDE.COM

The dedicated NHS and care staff giving up their Christmas Day to keep the rest of us safe



Deeside.com > New

Long-serving Flintshire based paramedic recognised in Queen's **New Year Honours List**





News

23rd December 2021

BBC Wales health correspondent

Coronavirus pandemic

© 21 December 2021

News

Sport

Business

Ambulance service gets £34m for

Awards

Over 50 eateries across Wales to provide Christmas dinner for ambulance staff working December 25th



Kicked, slapped and abused: Eight emergency services workers assaulted and abused each day in Wales

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LEWNEWS

HEALTH EMERGENCY SERVICES

Sign In 🖰

WELSH AMBULANCE SERVICE (I) Friday 3 December 2021, 2:41pm

keeping patients out of hospital



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