



Welsh Ambulance Services NHS Trust

Behind the Headlines

January 2022

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

Operations in numbers



39,849

999 incidents in December 2021



45,118

completed non-emergency journeys in December 2021



57,302

calls were answered by 111 and NHS Direct Wales in December

Our crews attended

3,935

immediately life-threatening 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



1,086

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 · 🌐

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 🙌 ... See more

#WithUsNotAgainstUs

00:56

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

47,146 People reached 1,695 Engagements [Boost post](#)

👍🗨️🔗 Chloe Louisa Lancey, Siân Williams and 63 others 147 shares

👍 Like 🗨️ Comment 🔄 Share

Top Tweet earned 75K impressions

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

👍 3 🔄 70 ❤️ 125

Social media performance



238
new followers

746,080
post reach

5,439
page views

61,993
post engagements



160
new followers

309k
tweet impressions

19.9k
profile visits

847
mentions

Media activity

0

Positive queries

15

Routine queries

11

Negative queries

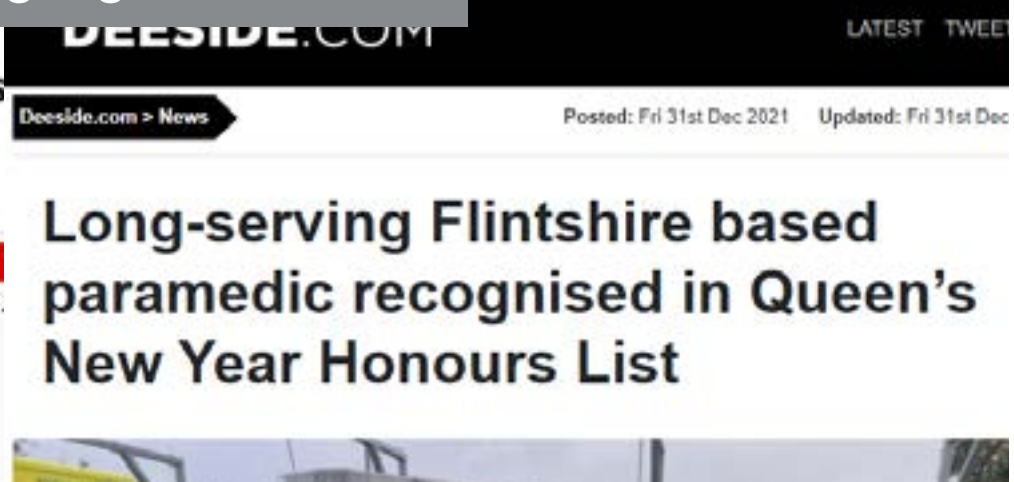
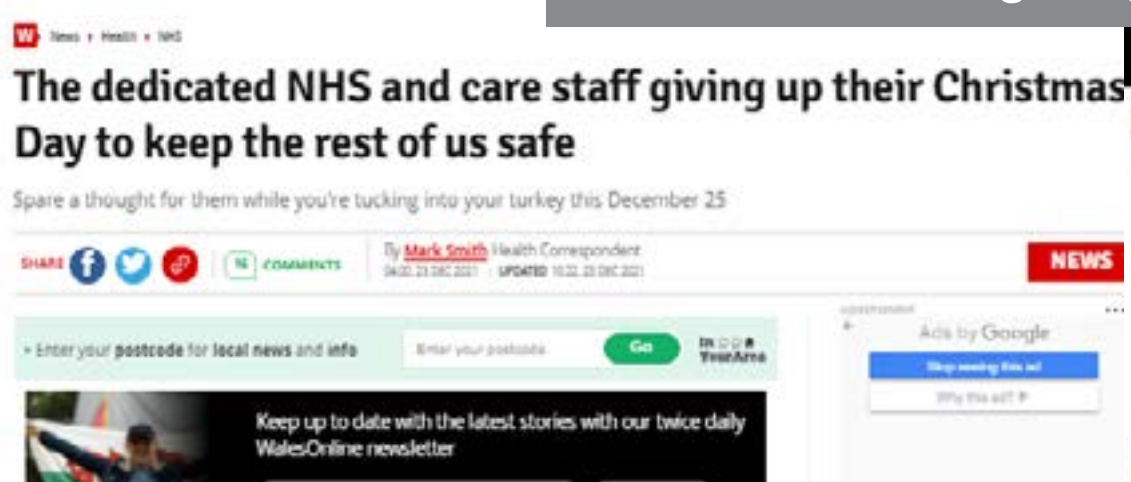
17 media interview requests

42 WAST mentions in the media

8 press releases published

121 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