



Welsh Ambulance Services NHS Trust

# Behind the Headlines

## July 2021

### Operations in numbers



**41,565**

999 incidents in  
June 2021



**46,527**

completed non-  
emergency journeys  
in June 2021



**88,076**

calls to 111 and NHS  
Direct Wales in June  
2021

**3,344**

calls from suspected  
Covid-19 patients



Our non-emergency  
teams transported

**117 Covid-19**  
positive patients in June  
2021 representing an  
**18% decrease**  
from May 2021

We received

**6% more calls**  
to 111 and NHS Direct  
Wales compared to May  
2021

Our crews attended

**3,292**

immediately life-  
threatening Red calls

**1,499**

incidents  
attended by  
Community First  
Responders,  
2% higher than  
last month



**60.3% of calls**  
received through 111  
and NHS Direct Wales  
were outside of 8.00am-  
6.30pm

Our emergency services  
transported

**18,813 patients**  
to hospital in June 2021



**4,979**



journeys  
completed by  
Volunteer Car  
Service Drivers,  
1% higher than  
last month



**4,070**

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

### Social media posts of the month



Welsh Ambulance Services NHS Trust

18 June · 🌐

First-time parents who delivered their own baby girl at home have met the 999 call handler who helped to bring their daughter into the world.

Troy Smith, 34, and partner Abigail Jones, 33, delivered baby Arabella Dilys Smith in the bedroom of their Llanelli home with thanks to a Welsh Ambulance Service call handler.

It was father-of-two Chris Bassett who answered the call from the Trust's Clinical Contact Centre in Carmarthen, and whose instructions on loudspeaker enabled the... [See more](#)



01:40

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

252,091  
People reached

70,882  
Engagements

Boost post

Jun 2021 · 30 days

TWEET HIGHLIGHTS

**Top Tweet** earned 36.4K impressions

A Llanelli couple who delivered their own baby girl at home have met the ambulance service call handler whose instructions on loudspeaker helped to bring their 8lb 1oz new arrival Arabella Dilys into the world. Read their extraordinary story here [bit.ly/3xvGXld](#) [pic.twitter.com/i6MFZ5rhn](#)



👁 11 🔄 26 ❤ 200



## Social media performance



**268**  
new followers

**806,386**  
post reach

**8,690**  
page views

**117,032**  
post engagements



**109**  
new followers

**405k**  
tweet impressions

**18.9k**  
profile visits

**703**  
mentions

## Media activity

**2**

Positive queries

**101**

Routine queries

**6**

Negative queries

**6**

media  
interview  
requests

**62**

WAST  
mentions in  
the media

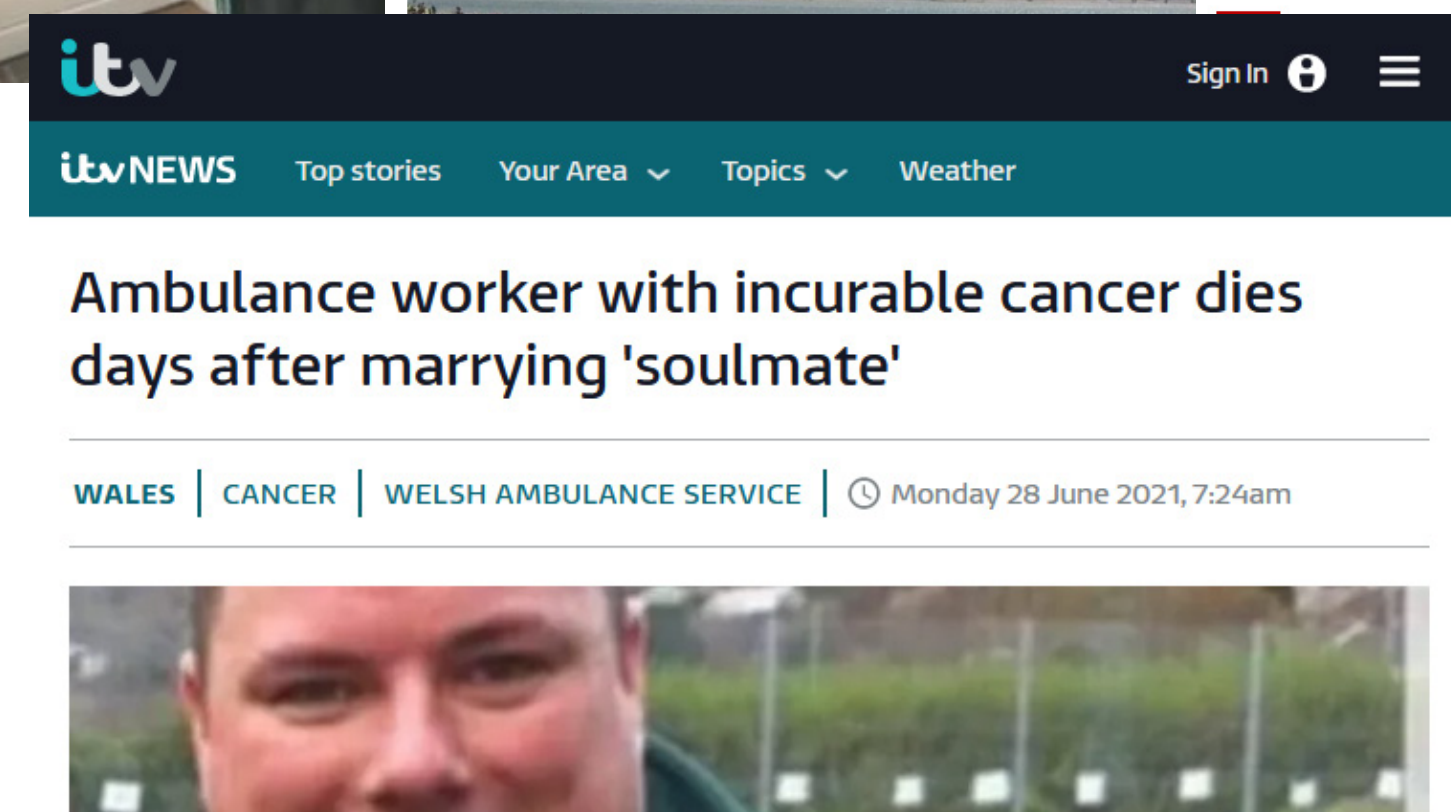
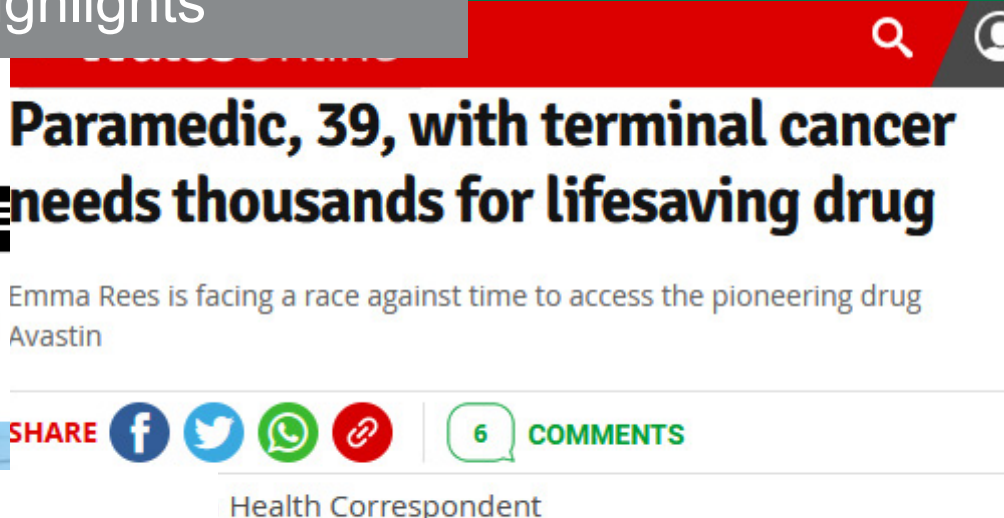
**17**

press  
releases  
published

**156**

internal  
pieces  
published

## Coverage highlights



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