



Welsh Ambulance Services NHS Trust

# Behind the Headlines

## June 2022

### Operations in numbers



# 37,508

999 incidents in May 2022



# 47,863

non-emergency journeys in May 2022



# 72,044

calls answered by a NHS 111 Wales call handler in May 2022

Our crews attended

# 3,604

immediately life-threatening Red calls in May 2022

# WAST

no longer record non-emergency patient transport of suspected Covid-19 patients

# 3% fewer calls

were made to 111 NHS Wales compared to April 2022

# WAST

no longer record calls from suspected Covid-19 patients



# 833

incidents attended by Community First Responders, 10% fewer than last month



# 89% of calls

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

Our emergency services transported

# 14,645 patients

to hospital in May 2022



# 4,368

journeys completed by Volunteer Car Service Drivers, 13% more than last month



# 5.7%

of calls made to NHS 111 Wales were referred to 999 in May 2022

### Social media posts of the month

**Welsh Ambulance Services NHS Trust**  
 Published by Rachel Watling (admin) [?] · 13 May · 🌐

👉 Born prematurely at home weighing just 700g, baby Hunter is now a healthy 9lbs thanks to the love of his parents and amazing care from Welsh Ambulance and #NHS staff Swansea Bay NHS Wales Air Ambulance Charity

👉 Read the heartwarming story here 🙌 <https://bit.ly/3w8rDgv>



**Top Tweet** earned 17.8K impressions

We're thrilled to announce that Liam Williams has been appointed our new Executive Director of Quality and Nursing. Liam joins #TeamWAST from @NHSScw, where he's the Director of Quality and System Performance. Congratulations @NHSSCW\_Liam. Full story: [bit.ly/3Ltiaox](https://bit.ly/3Ltiaox) [pic.twitter.com/YkA8ZjuMHa](https://pic.twitter.com/YkA8ZjuMHa)



👁️ 12 🔄 7 ❤️ 60

## Social media performance



**154**  
new followers

**426,392**  
post reach

**3,931**  
page views

**47,620**  
post engagements



**137**  
new followers

**149k**  
tweet impressions

**20.9k**  
profile visits

**836**  
mentions

## Media activity

**0**

Positive queries

**72**

Routine queries

**8**

Negative queries

**2**

media  
interview  
requests

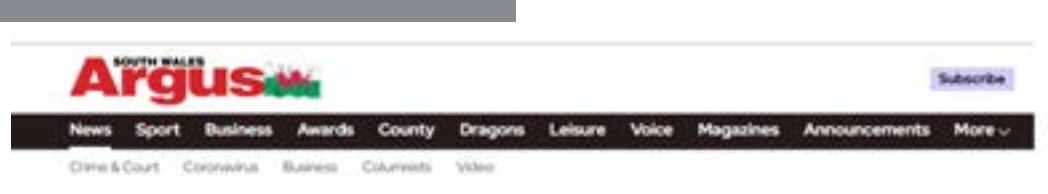
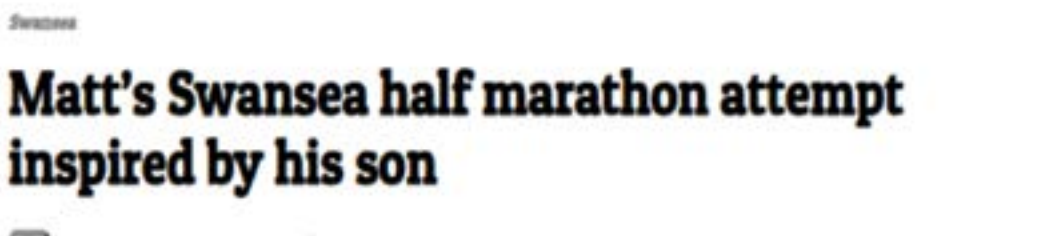
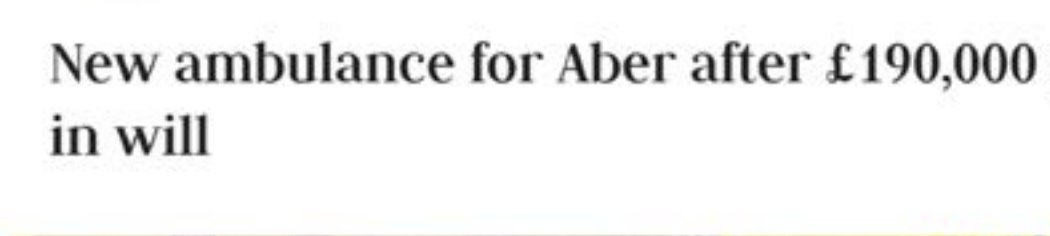
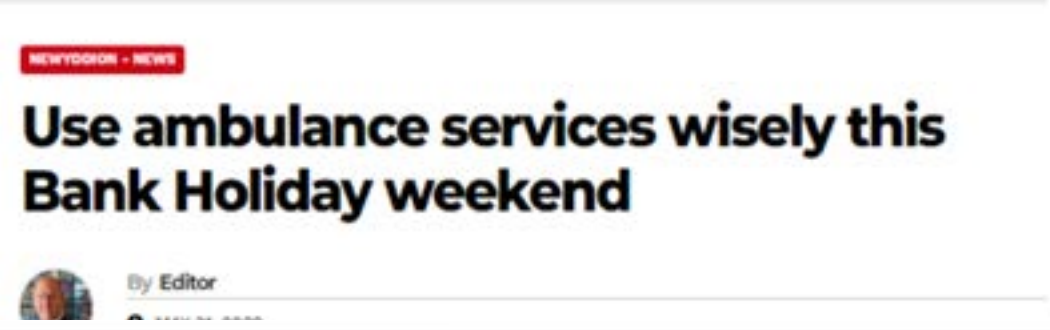
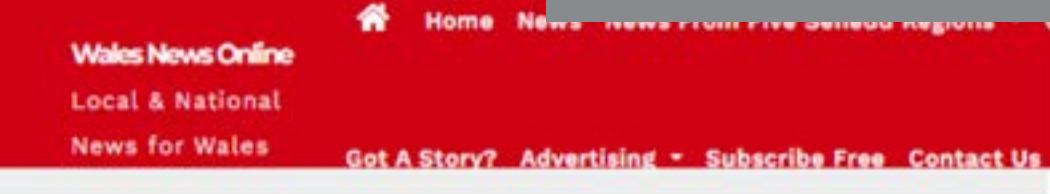
**11**

press  
releases  
published

**111**

internal  
pieces  
published

## Coverage highlights



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