



Welsh Ambulance Services NHS Trust

# Behind the Headlines

## March 2021

### Operations in numbers



**32,278**

999 incidents in February 2021



**37,050**

completed non-emergency journeys in February 2021



**77,430**

calls to 111 and NHS Direct Wales in February 2021

**3,043**

calls from suspected Covid-19 patients



Our non-emergency teams transported

**1,133 Covid-19**

positive patients in February 2021 representing a

**37% decrease** from January 2021

We received

**31% fewer calls**

to 111 and NHS Direct Wales compared to January 2021

Our crews attended

**2,010**

immediately life-threatening Red calls

Our emergency services transported

**16,812 patients**

to hospital in February 2021



**53% of calls**

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

**1,322**

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



**4,704**

journeys completed by Volunteer Car Drivers, 6% higher than last month



Remember: washing your hands regularly is your most efficient first line of defence against the Covid-19 virus

### Social media highlight of the month



Welsh Ambulance Services NHS Trust

Published by Rachel Watling (admin) · 15 February ·

It is with great sadness we must announce the loss of a fourth colleague to Covid-19. Kevin Hughes was just 41 years old. Read more here <https://bit.ly/2N0S6cq>



116,068

People reached

40,898

Engagements

Boost Post

Melanie Petty, Donnah Thorpe and 2K others

269 Comments · 389 shares

Feb 2021 · 28 days

TWEET HIGHLIGHTS

earned 175K impressions

It is with great sadness we must announce the loss of a fourth colleague to Covid-19. Kevin Hughes was just 41 years old. Read more here [bit.ly/2N0S6cq](https://bit.ly/2N0S6cq) [pic.twitter.com/sm3LMJwD7f](https://pic.twitter.com/sm3LMJwD7f)



150

258

1281



## Social media performance



**308**  
new followers

**430,296**  
post reach

**9,255**  
page views

**92,291**  
post engagements



**221**  
new followers

**622k**  
tweet impressions

**11.3k**  
profile visits

**1,255**  
mentions

## Media activity

**2**

Positive queries

**67**

Routine queries

**3**

Negative queries

**6**

media  
interview  
requests

**47**

WAST  
mentions in  
the media

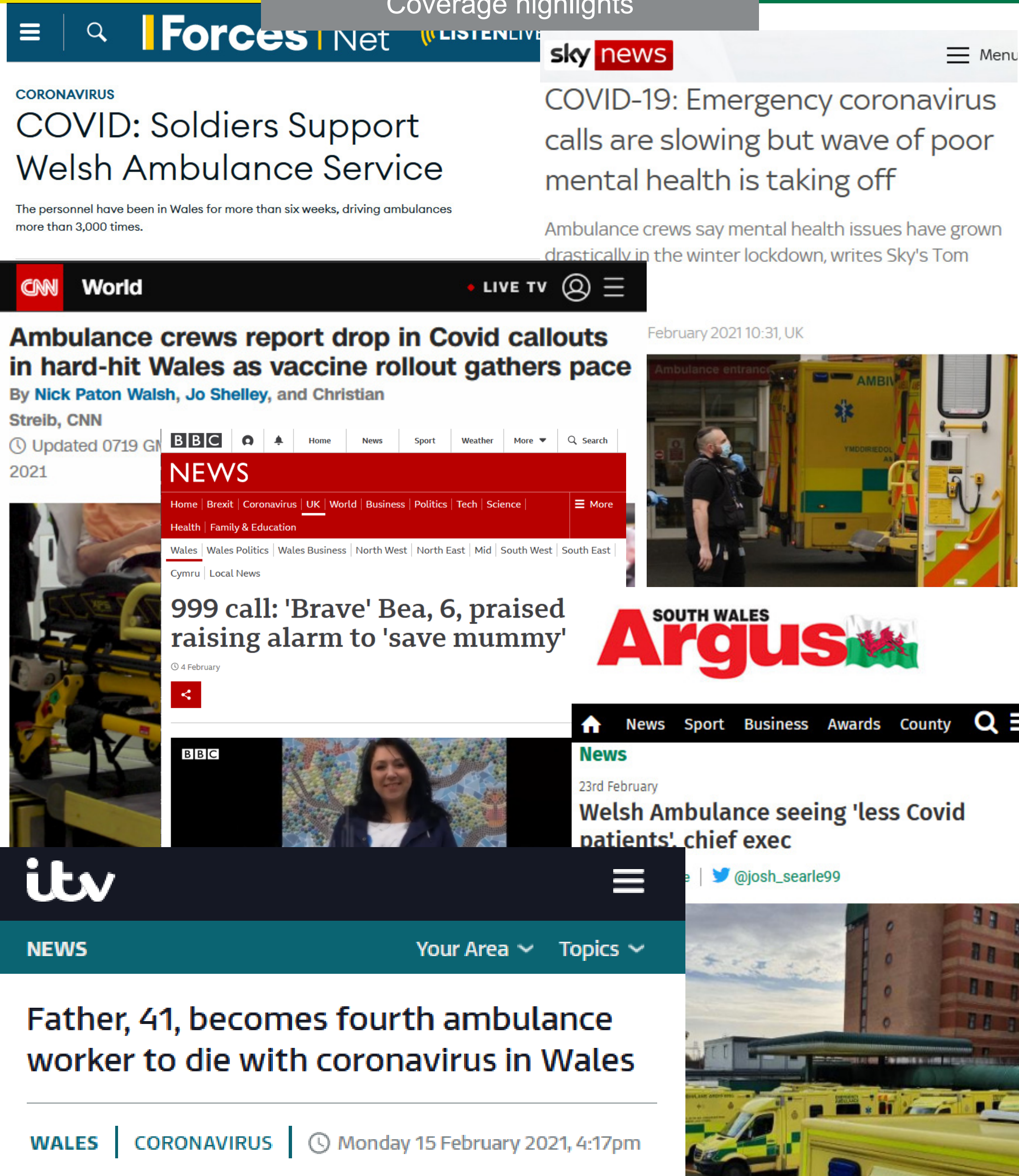
**8**

press  
releases  
published

**98**

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](mailto:was.communications@wales.nhs.uk)