



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



**COVID: Soldiers Support Welsh Ambulance Service**  
The personnel have been in Wales for more than six weeks, driving ambulances more than 3,000 times.



**COVID-19: Emergency coronavirus calls are slowing but wave of poor mental health is taking off**  
Ambulance crews say mental health issues have grown drastically in the winter lockdown, writes Sky's Tom



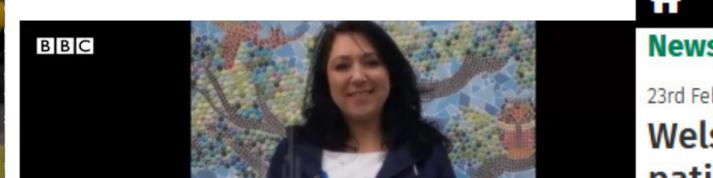
**Ambulance crews report drop in Covid callouts in hard-hit Wales as vaccine rollout gathers pace**  
By Nick Paton Walsh, Jo Shelley, and Christian Streib, CNN  
Updated 07:19 GMT 4 February 2021



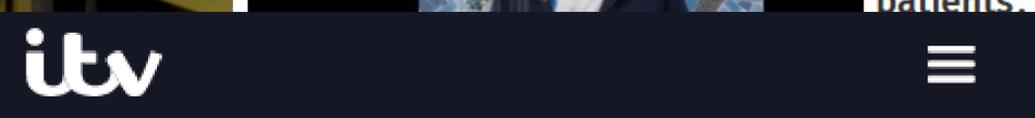
**999 call: 'Brave' Bea, 6, praised raising alarm to 'save mummy'**  
4 February



**999 call: 'Brave' Bea, 6, praised raising alarm to 'save mummy'**  
4 February



**Welsh Ambulance seeing 'less Covid patients' chief exec**  
23rd February  
@josh\_searle99



**Father, 41, becomes fourth ambulance worker to die with coronavirus in Wales**

WALES | CORONAVIRUS | Monday 15 February 2021, 4:17pm



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)