



Welsh Ambulance Services NHS Trust

Behind the Headlines

May 2021

Operations in numbers



38,590

999 incidents in April 2021



43,392

completed non-emergency journeys in April 2021



80,964

calls to 111 and NHS Direct Wales in April 2021

4,097

calls from suspected Covid-19 patients



Our non-emergency teams transported

309 Covid-19

positive patients in April 2021 representing a

47% decrease from March 2021

We received

11% more calls

to 111 and NHS Direct Wales compared to March 2021

Our crews attended

2,658

immediately life-threatening Red calls

Our emergency services transported

19,606 patients

to hospital in April 2021



64.2% of calls

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

1,339

incidents attended by Community First Responders, 11% higher than last month



5,077

journeys completed by Volunteer Car Drivers, 9% lower than last month



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

Social media posts of the month



Welsh Ambulance Services NHS Trust

23 April · 🌐

Tributes have been paid to a Welsh Ambulance Service call handler who has died at the age of 28.

Louise Thomas was a 999 call handler in Cwmbran, having joined the Trust in 2019.

Our thoughts and condolences are with Louise's loved ones at this difficult time. ... See more



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

100,506

People reached

31,763

Engagements

Boost post

👍👍👍 Keloy Challenger, Karen Lewis and 2.5K others

428 Comments 254 shares

Apr 2021 · 30 days

TWEET HIGHLIGHTS

Top Tweet earned 19.7K impressions

Good luck, Gary: Inspired by his father to join the ambulance service, long-serving Welsh paramedic retires with 40 years of memories and memorabilia. Read his story here 👉 bit.ly/39QDMuY
pic.twitter.com/dJnWahsRuy



👍 12 🔄 2 ❤️ 120

Social media performance



133
new followers

248,364
post reach

5,270
page views

46,408
post engagements



93
new followers

254k
tweet impressions

13.3k
profile visits

817
mentions

Media activity

0

Positive queries

87

Routine queries

2

Negative queries

3

media
interview
requests

42

WAST
mentions in
the media

7

press
releases
published

118

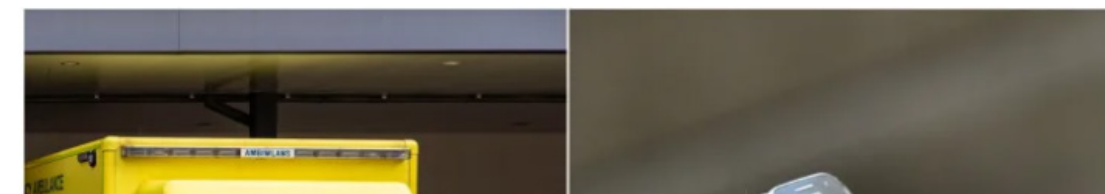
internal
pieces
published

Coverage highlights

itv

'Onion juice in eyes' among calls to Wales Ambulance Service last year

WALES | HEALTH | CORONAVIRUS | Wednesday 14 April 2021, 4:28pm



Cambrian News

Gary the 'ambulance man' retires after 40 years' service

Thursday, 8 April 2021 - Local People

by **Cambrian News reporter**
@CambrianNews edit@cambrian-news.co.uk

A PARAMEDIC who was inspired to join the ambulance service by his father is retiring today after a 40-year career.

As a boy, Gary Davies, from Cardigan, spent many an hour at Carmarthen station helping out and hearing stories from the crews and his father Elwyn, who served 24 years the

Gary, a father and grandfather, who is based at Cardigan station, said: "Healthcare ran my family with both my mum and sisters being nurses and my father in the ambulance.

"I started out at Glangwili Hospital as a

Wrexham.COM

Welsh Ambulance Service appoints new interim non-executive director to its board



WalesOnline

Popular Welsh Ambulance Service call handler dies aged 28

Louise Thomas was described as a positive thinker who got her colleagues 'laughing every single shift'

SHARE 9 COMMENTS

WalesOnline

Some A&E patients to be treated at home as part of new service designed to free up ambulances

The physician response unit (PRU), a new emergency service, will be brought into the homes of patients in Cardiff and Vale of Glamorgan

SHARE COMMENTS

By **Mark Smith** Health Correspondent
11:04, 20 APR 2021

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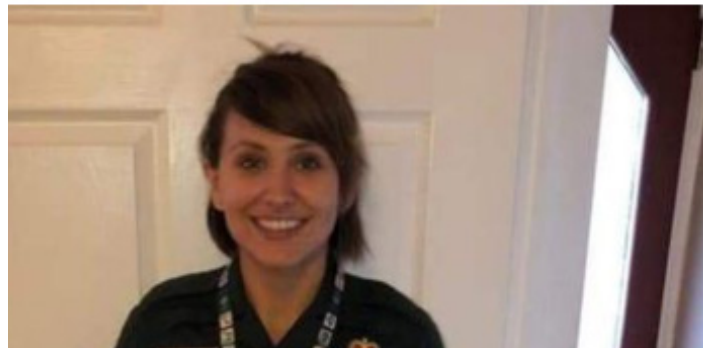
Health Correspondent
UPDATED 11:20, 23 APR 2021

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