



Welsh Ambulance Services NHS Trust

# Behind the Headlines

## May 2022

### Operations in numbers



# 37,975

999 incidents in April 2022



# 43,899

non-emergency journeys in April 2022



# 74,223

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

Our crews attended

# 3,613

immediately life-threatening Red calls in April 2022

Our non-emergency teams transported

# 1,214 Covid-19

positive patients in April 2022 representing a

# 14% decrease

from March 2022

# 22% more calls

were made to 111 NHS Wales compared to March 2022

# WAST

no longer record calls from suspected Covid-19 patients



# 934

incidents attended by Community First Responders, 7% more than last month



# 88% of calls

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

Our emergency services transported

# 12,942 patients

to hospital in April 2022



# 3,868

journeys completed by Volunteer Car Service Drivers, 18% fewer than last month



# 6%

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

### Social media posts of the month

**Welsh Ambulance Services NHS Trust**  
Published by Rachel Watling (admin) · 13 April ·

We are incredibly sorry to hear this news. The thoughts and deepest sympathies of everyone at the Welsh Ambulance Service are with our London Ambulance Service NHS Trust friends and colleagues at this difficult time 🍀



LONDONAMBULANCE NHS UK  
**A tribute to Mark Pell, Paramedic – Motorcycle Response Unit - London Ambulance Service NHS Trust**

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

16,185 People reached      2,850 Engagements      [Boost post](#)

👍👍👍 Jamie Roy, Beth Parry and 293 others      26 Comments      26 shares

TWEET HIGHLIGHTS

**Top Tweet** earned 6,551 impressions

🚑🎸 THE SHOW MUST GO ON: Musician saved by @mawwfire medical Co-Responder colleagues after suffering a #CardiacArrest at home in rural #Powys demonstrating how important our #FirstResponders really are. Read the full story here 📄 [bit.ly/3J4JxUF](https://bit.ly/3J4JxUF) [pic.twitter.com/yynJaDIZ8n](https://pic.twitter.com/yynJaDIZ8n)





## Social media performance



**125**  
new followers

**285,377**  
post reach

**3,249**  
page views

**24,391**  
post engagements



**91**  
new followers

**130k**  
tweet impressions

**19.9k**  
profile visits

**620**  
mentions

## Media activity

**0**

Positive queries

**30**

Routine queries

**6**

Negative queries

**3**

media  
interview  
requests

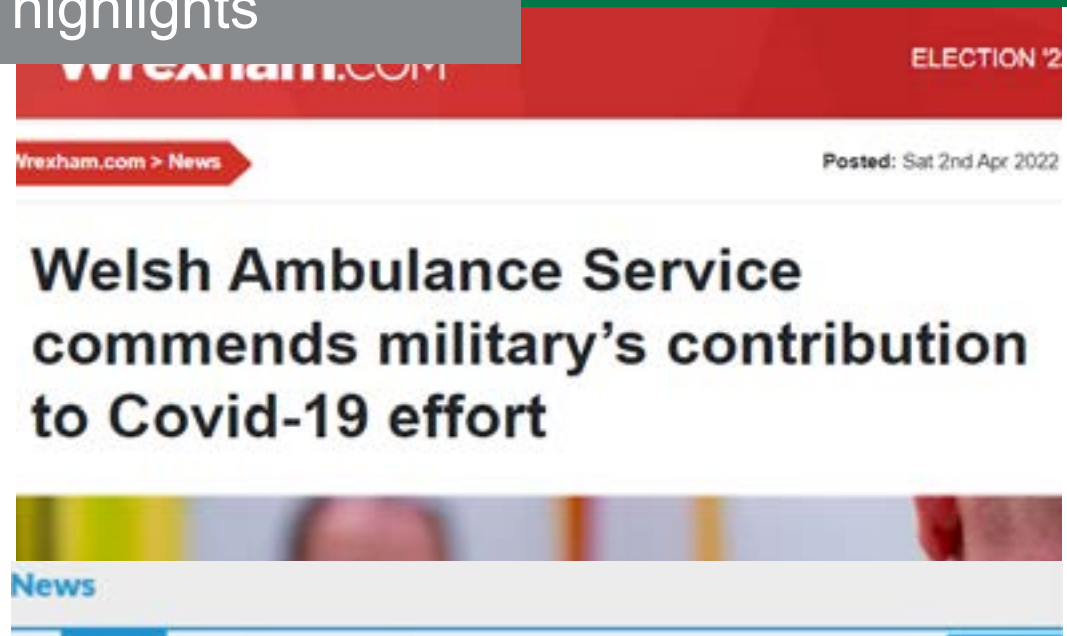
**5**

press  
releases  
published

**69**

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)