

Welsh Ambulance Services NHS Trust

Behind the Headlines October 2020

Operations in numbers



38,069

999 incidents in September 2020

2% decrease from September 2019

62.6% conveyance rate

3,916 Covid-19 incidents



39,920

completed NEPTS* journeys in September 2020

28% decrease from September 2019

11% increase from August 2020

318 Covid-19 patients

*Non-Emergency Patient Transport Service



102,311

calls to 111 and NHSDW* in September 2020

90% increase from September 2019

28% increase from August 2020

*NHS Direct Wales



incidents attended by CFRs*

*Community First Responders

3,748 journeys completed by VCDs*

*Volunteer Car Drivers

Social media performance



417

412,233

5,309

37,776



191

446k tweet impressions 5,731

1,140

Social media highlight of the month



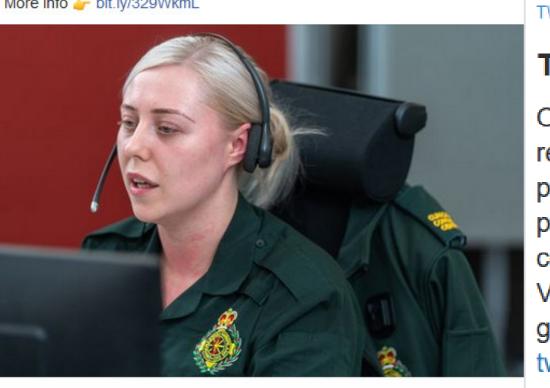
Welsh Ambulance Services NHS Trust

Published by Rachel Watling (admin) [?] - 11 September - 6

Can you remain calm in challenging situations? Are you looking for a rewarding role where no two calls are the same?

Come and join #TeamWAST as a call handler! We're looking for a fluent Welsh speaker to join our team in Swansea.

More info 👉 bit.ly/329WkmL



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

55,627 People reached

3,615 Engagements

Boost post

🔂 💟 Allan Cole, Gareth Goff and 44 others

21 Comments 347 shares

@welshambulanceservice

Sep 2020 - 30 days

TWEET HIGHLIGHTS

Top Tweet earned 18K impressions

On 14 September, it was made a legal requirement to wear a face mask in indoor public places. For those who are exempt, please don't call 111 for an exemption certificate because we don't provide them. Visit @WelshGovernment website for guidance / bit.ly/2E1L0ja twitter.com/WelshGovernmen...



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Positive queries

75

Neutral queries

Negative queries

media interview requests 49

WAST mentions in the media

5 press releases published 120 internal pieces published



Coverage highlights

News Sport Business Awards County Dragons What's On Voice Magazines

Bargoed couple begin walk from Cardiff
Castle to Conwy





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NEWS

Top stories

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the **Leader**

News

The Welsh Ambulance Service hosts virtual 'Keeping You Safe' event, to update the disability community on its Covid-19 chang

By Sophie Edwards | ♥ @Sophie Edwards_9
Trainee Community Reporter



CHRONICLE 3

News Sport Lifestyle Get Involved Announcements Today

Soldier leaves Army to become paramed after supporting ambulance service duri coronavirus pandemic

WALES | WELSH AMBULANCE SERVICE | () Saturday 26 September 2020, 10:30ar



News 10th September

Anglesey paramedic praised for helping to save 87-year-old in coma

By Scott Clarke



Argus

News

17th September

Cwmbran ambulance manager thought coronavirus would kill him

₱ 8 comments

Services NHS Trust manager has ent he thought he was going to

g coronavirus.



By Dan Barnes | cobaines | cobaines | with the second s

NEWS IN YOUR AREA WHAT'S ON RUGRY FOOTRALL SWANSFA CARDIF

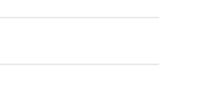
Dad-of-four who suffered cardiac arrest in chip shop reunited with the people who saved his life

'I'm so grateful that it happened where it did and that someone there knew how to do CPR because without that I probably wouldn't be here'



By <u>Mark Smith</u> Health Correspondent

WalesOnline



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