



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



**102,311**

calls to 111 and  
NHSDW\* in  
September 2020

**90%** increase from  
September 2019

**28%** increase from  
August 2020

\*Non-Emergency Patient Transport Service

\*NHS Direct Wales



**819** incidents attended  
by CFRs\*

\*Community First Responders

**3,748** journeys completed  
by VCDs\*

\*Volunteer Car Drivers

### Social media performance



**417**

new followers

**412,233**

post reach

**5,309**

page views

**37,776**

post engagements



**191**

new followers

**446k**

tweet impressions

**5,731**

profile visits

**1,140**

mentions

### Social media highlight of the month



Welsh Ambulance Services NHS Trust

Published by Rachel Watling (admin) [?] · 11 September · 🌐

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](https://bit.ly/329Wkml)



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](https://www.welshgovernment.gov.uk) website for guidance 🙋 [bit.ly/2E1L0ja](https://bit.ly/2E1L0ja) [twitter.com/WelshGovernmen...](https://twitter.com/WelshGovernment)

👍 2 🔄 23 ❤️ 20

👍 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



## Media activity

0

Positive queries

75

Neutral queries

7

Negative queries

4

media interview requests

49

WAST mentions in the media

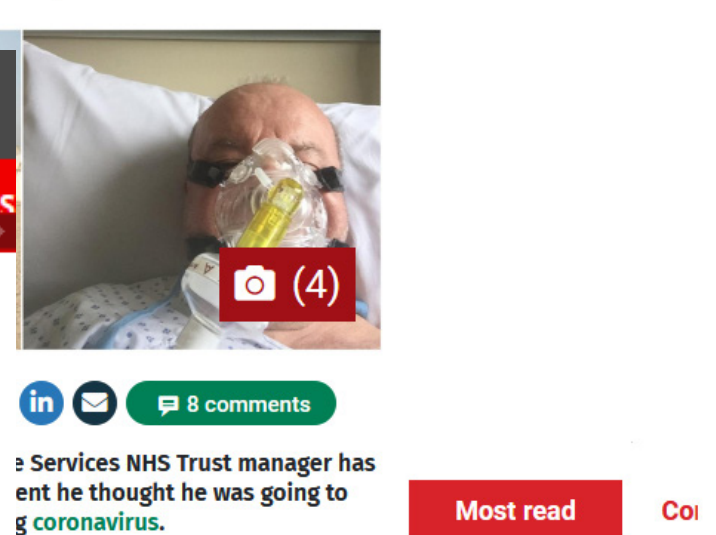
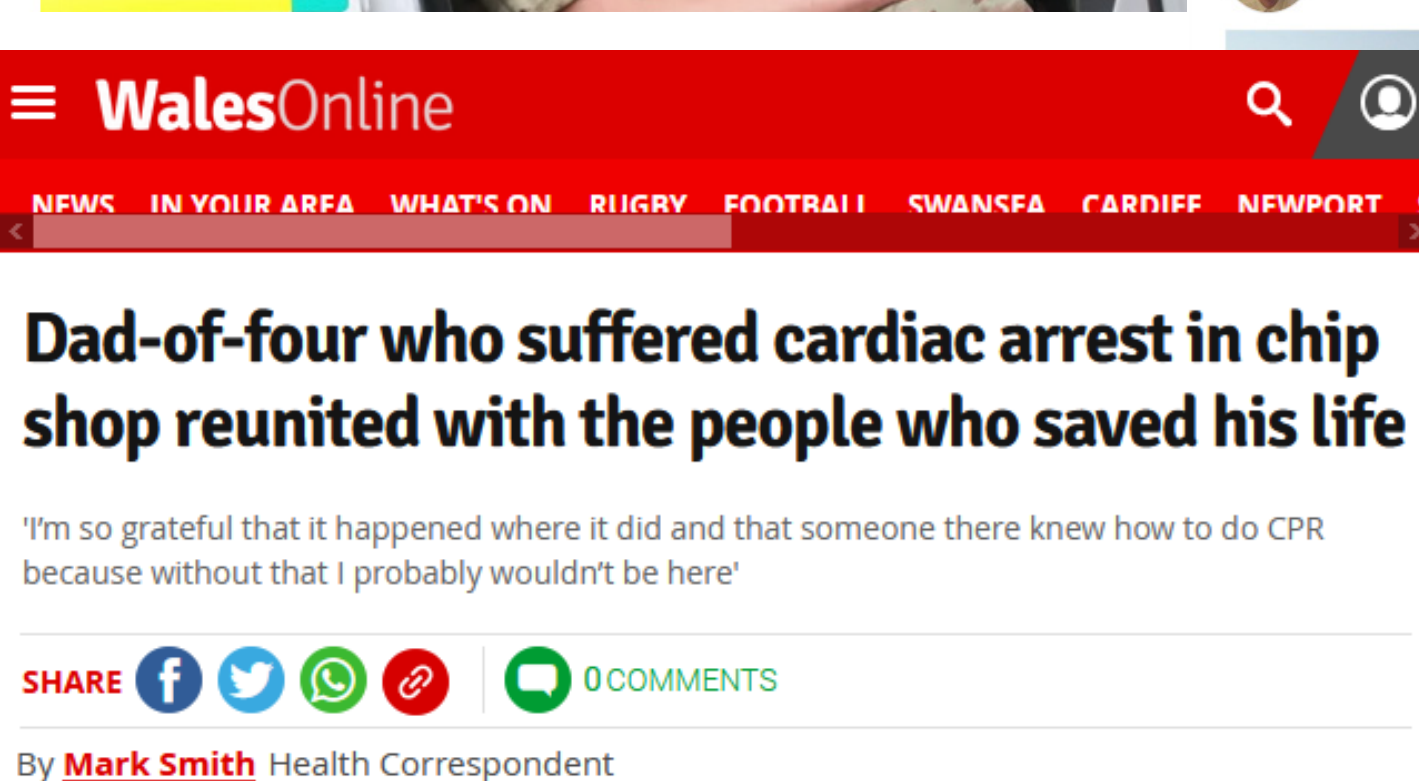
15

press releases published

120

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)