



Welsh Ambulance Services NHS Trust

Behind the Headlines

October 2021

Operations in numbers



42,722

999 incidents in September 2021



47,315

completed non-emergency journeys in September 2021



116,653

calls to 111 and NHS Direct Wales in September 2021

Our crews attended

3,912

immediately life-threatening Red calls

Our non-emergency teams transported

658 Covid-19

positive patients in September 2021 representing a

34% increase

from August 2021

We received

2% more calls

to 111 and NHS Direct Wales compared to August 2021

4,450

calls from patients with breathing problems



1,528

incidents attended by Community First Responders, 33% higher than last month



69.3% of calls

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

Our emergency services transported

14,487 patients

to hospital in September 2021



4,395

journeys completed by Volunteer Car Service Drivers, 8% lower than last month



4,660

calls made to 111 and NHS Direct Wales were referred to 999 in September 2021

Social media posts of the month

Sep 2021 • 30 days

TWEET HIGHLIGHTS

Top Tweet earned 28.8K impressions

We had a 999 call roughly every 40 seconds this weekend.

With temperatures in Wales set to hit 28°C tomorrow, we're asking the public to take precautions, especially those with pre-existing heart or respiratory conditions.

Full story bit.ly/2X3gBKN

[#HelpUsHelpYou](https://twitter.com/nY6XQDRtpl)

pic.twitter.com/nY6XQDRtpl

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6 September

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

66,346
People reached

2,017
Engagements

Boost post

Kay Arthur, Elaine Hastie and 19 others

1 Comment 92 shares



Social media performance



203 new followers

498,363 post reach

4,166 page views

31,726 post engagements



263 new followers

278k tweet impressions

17.5k profile visits

545 mentions

Media activity

2

Positive queries

84

Routine queries

20

Negative queries

18

media interview requests

66

WAST mentions in the media

7

press releases published

100

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