



Welsh Ambulance Services NHS Trust

Behind the Headlines

September 2020

Operations in numbers



40,624

999 incidents in August 2020

1%

increase from August 2019

62.2%

conveyance rate

3,784

Covid-19 incidents



35,958

completed NEPTS* journeys in August 2020

36%

decrease from August 2019

4%

decrease from July 2020

219

Covid-19 patients



79,829

calls to 111 and NHSDW* in August 2020

50%

increase from August 2019

30%

increase from July 2020

*Non-Emergency Patient Transport Service

*NHS Direct Wales



637

incidents attended by CFRs*

*Community First Responders

3,365

journeys completed by VCDs*

*Volunteer Car Drivers

Social media performance



331

new followers

388,551

post reach

3,572

page views

30,482

post engagements



160

new followers

237k

tweet impressions

2,875

profile visits

612

mentions

Social media highlight of the month



Welsh Ambulance Services NHS Trust

Published by Rachel Watling (admin) [?] · 27 August · 🌐

The Bank Holiday is almost upon us and we're asking people to use 999 responsibly. Plans are in place but as ever, the sickest patients come first. Anyone not facing a serious emergency could wait longer or be asked to seek alternatives to an ambulance. Full story 👉 bit.ly/3hyGS8Z

...

Top Tweet earned 16.2K impressions

Soap and water remain one of the best ways to protect yourself against coronavirus.

Wash your hands thoroughly and often throughout the day, especially if you have been outside of your home.

If hand washing facilities aren't available, use hand sanitizer.

#KeepWalesSafe

pic.twitter.com/FdHJZ5so3n



👍 23 ❤️ 33

Media activity

2

Positive queries

58

Neutral queries

7

Negative queries

7 media interview requests

24 WAST mentions in the media

3 press releases published

82 internal pieces published

Coverage highlights



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Annual Carers Survey Launched by Welsh Ambulance

August 3, 2020 / 0 Comments / in [Uncategorized](#) / by [Joe Heneghan](#)



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NEWS

People urged to use 999 responsibly ahead of what is expected to be a busy Bank Holiday Weekend



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'Use emergency services responsibly', say Welsh Ambulance Service ahead of Bank Holiday

WALES | Thursday 29 August 2020, 3:42pm



Service are urging the public to use the 999 services responsibly ahead of the Bank Holiday.

has seen it's busiest day since New Years Day as more doors during the pandemic.

or of Operations of the service, says their weekly demand

WalesOnline NEWS IN YOUR AREA WHAT'S ON RUGBY FOOTBALL MORE



The Welsh Ambulance Service just had its busiest day since New Year's Day

The spell of hot weather, which saw temperatures reach well above 30C in Wales, was partly to blame for the spike

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By [Mark Smith](#) Health Correspondent
17:10, 13 AUG 2020

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