



Welsh Ambulance Services NHS Trust

Behind the Headlines

September 2021

Operations in numbers



41,698

999 incidents in August 2021



44,626

completed non-emergency journeys in August 2021



114,781

calls to 111 and NHS Direct Wales in August 2021

Our crews attended

3,384

immediately life-threatening Red calls

Our non-emergency teams transported

492 Covid-19

positive patients in August 2021 representing a

115% increase

from July 2021

We received

1% fewer calls

to 111 and NHS Direct Wales compared to July 2021

4,628

calls from patients with breathing problems



1,146

incidents attended by Community First Responders, 18% lower than last month



66.7% of calls

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

Our emergency services transported

16,641 patients

to hospital in August 2021



4,772

journeys completed by Volunteer Car Service Drivers, 5% lower than last month



3,740

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

Social media posts of the month

Welsh Ambulance Services NHS Trust
9 August · 🌐

The Welsh Ambulance Service has introduced 'cuddle pockets' so that stillborn babies can be transported to hospital with compassion. The bespoke hand-knitted pockets are designed for babies who are less than 24 weeks, who are placed inside and the ribbons tied together. The baby's parents are encouraged to hold their baby during the journey...
[See more](#)



127,241 People reached 20,199 Engagements [Boost post](#)

👍👎🗨️ 1.4K 97 Comments 550 shares

Aug 2021 · 31 days

TWEET HIGHLIGHTS

Top Tweet earned 51.7K impressions

A schoolgirl has been credited for saving her mum's life by talking to 999 as her mum had an asthma attack at the wheel. In this extraordinary call, Isla Holifield calmly directs paramedics to a red car with a kayak as mum Katherine struggles to breathe 🙌
bit.ly/3sS3VSC pic.twitter.com/3XofoTDVeO



👤 7 🔄 42 ❤️ 175

Social media performance



236
new followers

621,059
post reach

3,753
page views

49,993
post engagements



154
new followers

404k
tweet impressions

13.7k
profile visits

513
mentions

Media activity

0

Positive queries

119

Routine queries

23

Negative queries

11

media
interview
requests

70

WAST
mentions in
the media

10

press
releases
published

98

internal
pieces
published

Coverage highlights

Wrexham.COM

Welsh Ambulance Service
appoints new board secretary



YourArea

Community
NEWS

Welsh Ambulance Service
launch gaming app for children

The newly launched gaming app will help children learn what to do in an emergency.

2 August 2021

itv

Sign In

itvNEWS

Your Area Topics

Plea to take care over Bank Holiday weekend as
summer 999 calls 'busier than they've ever been'

WALES | HEALTH

BBC

Friday 27 August

NEWS

Menu

Wales | Wales Politics | Wales Business | North West | North East | Mid | South West | South East | Cymru | Local News

A&E queues mean Wales'
ambulances 'can't take 999 call

By Owain Clarke
BBC Wales health correspondent

11 August

Coronavirus pandemic



SOUTH WALES
Argus

13th August

30 new ambulance staff to be recruited
covering Powys

sky news

Watch Live

Eyewitness

COVID-19: As Wales lifts most of its
coronavirus restrictions, paramedics
say they are 'exhausted' and fear
being 'overwhelmed'

The number of people dialling 999 this summer in Wales is
higher than the peak in winter months.



(2)

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