



Hovertravel User Group Meeting. (HUG)

Tuesday 5th May 2020 – 10am (Zoom)

- **Agenda & Matters Arising.**

- i) **Company's Life Line Timetable & Change in current operating procedures.**

Update on the current timetable in operation was given, along with its objectives to ensure a fast ferry link for essential key & essential workers, suppliers & NHS between Portsmouth & Isle of Wight. It was noted this is a fluid situation, and Hovertravel team continue to monitor and follow the Government advice.

With only essential workers travelling, it was advised Hovertravel are operating a 'first come first served basis' until further notice. It was confirmed, a booked service 'will' return after the Covid issue.

- ii) **NHS Emergency Services & Hovertravel**

Hovertravel is developing a service for the NHS to ensure a rapid off island transfer for patients. This includes those in wheelchairs & stretchers, as well as the carriage of PPE. Whilst this service has been developed during the crisis, the NHS support will continue as a permanent service going forward. Priority will always be given to the NHS requests, and the company is preparing operational procedures once we see a return of normal volumes.

- iii) **Engagement**

The company has issued a number of Hover News to all users, with a message from the MD. It was acknowledging the feedback from the group we must ensure any changes to procedures are communicated.

ACTION: Hovertravel to ensure regular comms are issued (Hover News) for all updates and amendments to procedures as required.

iv) **Planning & Considerations for recovery phase.**

As the company prepares for recovery / return phase, the group were asked for any feedback, observations & concerns – these were noted as below.

- How will the company manage and ensure the safety of staff & customers when required to have physical contact when assisting customers on and off the Hovercraft, or from the seats.
- How do we ensure confidence and re-assurance to those using the hovercraft, with consideration to those attending cancer treatments?
- Weather Disruptions – ensuring the customers are aware the disruptions plan in place with Wightlink, and how we will ensure the care for those with accessibility needs?
- Capacity & Social distancing on the craft to ensure confidence of travel and safety of staff & customers.
- Staff PPE – review the consistency of use, including and not limited to gloves & masks.
- Consider the services of NHS Trust support control teams.
- Hygiene measures will continue.

Action – Hovertravel to consider all of the above as they prepare the next phase of recovery. Another HUG meeting will be arranged w/c 11th May to discuss the proposed plans with the members.

Feedback

- Wessex Cancer Trust offered the support of Mike, to support our staff and operation with observations & advice.
- HoverCare to research the measures required to support those with accessibility needs during this recovery period. Possibly set up a separate meeting for this.
- Schools are awaiting further information as to the managing of social distancing, and groups / fixtures are not planned for some time.

AOB

- When will App users be able to book services using the device?

Action: Hovertravel testing the facility internally, and will advise shortly when app users are able to book.

Neil Chapman thanked all the HUG members for the continued support and feedback and in addition the kind comments of appreciation for our staff & service.

Next Meeting dates

- w/c 11th May TBC - Zoom

Meeting closed 1115