

## Diary dates

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Ongoing Covid-19 restrictions are of course still causing the rescheduling, suspension or cancellation of Club activities. Updates will be posted on the News & Events page of the Club's website at:

[www.thetickerclub.co.uk](http://www.thetickerclub.co.uk)

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### AGM 2021

Is provisionally scheduled for **Thurs 22nd April** and may again be held as a Zoom event [details to follow]

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### Scheduling of the Annual Volunteers' Seminar 2021

Is dependent on access to the Hospital [details to follow]

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### Members' Social Evenings

at the Stamford Arms, Bowdon WA14 2TW  
Postponed until further notice

## Belinda's super quiz

### 2020 silver linings

1. Wildlife ran riot in 2020. Kashmiri goats took to the streets in which Welsh town?
2. 99-year-old Capt Tom Moore walked 100 laps of his garden and raised how many £million?
3. May 2020 : the sunniest calendar month on record. For how many hours did the sun shine?
4. In Manchester, portrait artist Johanna Churchill painted a massive mural of Melanie on a gable wall. Melanie's profession?
5. Which well-known singer/songwriter partly funded the Moderna Covid vaccine research with a \$1m donation?
6. First released in the 1990s, Mariah Carey's 'All I want for Christmas' finally made No.1 at Christmas 2020. After how many years?

### General Knowledge

1. What is your olfactory sense?
2. What is the largest internal

## New leaflet links patients to volunteers

It became apparent during the first lockdown that our long-established and core activity of ward visiting might not be possible for an extended and uncertain length of time for cardiac patients at Wythenshawe Hospital. We had been conducting volunteer-led patient contact and actively supporting cardiac patients on the wards and in the clinics successfully for over thirty years. With no access to the Hospital and cardiac wards or clinics we discussed options to maintain our patient contact and, as a matter of urgency, considered what might be possible.

Given the increased use of technology, for example WhatsApp, Facetime and Zoom, we initially sought high level hospital management approval and support for such an approach to patient contact. We wrote to Chief Executive, Mike Deegan, seeking an executive view. We received encouraging initial support and sought to tap into an existing scheme using iPads available to patients on the Hospital's wards.

But despite our best efforts and multiple attempts to progress this in-house scheme, this just did not work. This was very disappointing, and we had to resort to another approach. Hospital management support for our efforts to make patients aware of our ability to initiate on-line or smartphone contact was given and delegated to senior ward staff and contacts were made.

It soon became apparent that the intense pressures on staff due to Covid would unfortunately not enable much support for Ticker Club contact. This despite the management and staff's best intentions.

We then looked to focus our patient contact via an attractive, focussed and inviting leaflet and its distribution to key points in the cardiac patient experience. A small team was setup and included help from our long-time supporter Nurse Helen Allen.

A short, sharp, and hopefully appealing leaflet was agreed and approved after much discussion and added to the information cardiac patients received. We had the essential support of key nursing staff in distribution of the leaflets to relevant areas and especially to post-op patients.

The leaflet provides a Ticker Club email address which can be accessed by on-call Ticker Club volunteers and, if the patient is unable to use email, a phone number is also given. Despite the low level of elective operations in the current crisis we have already had some encouraging responses.

We hope it will provide access to our able and enthusiastic volunteers for patients even in calmer times and enable the use of technology that we have all needed to resort to in these Covid days to maintain our important communications. We very much hope so, and work to continue to be of value and support to all of Wythenshawe Hospital's cardiac patients.

**Nazir Choonara**



The new leaflet



Charity No. 519754



# The Ticker Club

## NEWSLETTER

[www.thetickerclub.co.uk](http://www.thetickerclub.co.uk)

Winter 2021

Founded 1987

Affiliated to the British Heart Foundation

## Ticker team

Chair :  
DAVID HOLMES



Vice Chair :  
MARTIN MERRIMAN



Secretary :  
GAYNOR SLATER



Treasurer :  
MARIE HOLMES



Committee members :  
BELINDA CARTER  
NAZIR CHOONARA  
JOHN MILLER  
MUNEEB YASSIR

Co-opted members :  
VICTOR HYMAN  
VERNON MARSHALL

Visitor coordinator :  
MUNEEB YASSIR

Membership :  
BELINDA CARTER

Newsletter & Media :  
JOHN MILLER



**Future Dates :**  
For provisional  
arrangements  
see page 4

## Patient support in difficult times

Since our last Newsletter in November we still find ourselves under even stricter lockdown measures than we would have expected at that time. As I wrote then: 'Nobody could have envisaged [back in March] that we would still be under such stringent measures as we are now'. But with the rollout of vaccines, we may sense a little more light at the end of the tunnel.

In the meantime we have made every effort to stay active in the Club. We are now able to collect any post sent in to our office at the Hospital, though it may be some time before we are able to fully access our office. How long that may be is unfortunately yet to be determined. So, we would ask everyone to please be aware that there may be some delay in our answering your phone messages and emails.

Should anyone have an urgent request, I would like you to contact me directly in the first instance [see contact details below], and I will pass on your message if I cannot answer your question myself.

We held our long-delayed Annual General Meeting on 4<sup>th</sup> November 2020 virtually on Zoom, and are due to hold our next AGM in April 2021 which every member will be invited to attend. But with present restrictions in place and forecast to continue for some time, this may have to be postponed and even held virtually again. Every member will be advised when a decision has been made as to how and when we can hold that meeting.

I would also like all members to be aware that there are currently two vacancies on the committee and potentially further roles due to be vacated next year by those currently in office. These slightly longer term considerations are principally Treasurer and Chairman. But in due course, to ensure the Club remains an important cardiac support charity, willing

volunteers will need to be recruited to fill these vacancies. Potential volunteers should know that, even when carrying out officer roles, they would not be expected to take them on alone. The committee works as a team so there is always a shadowing period for those taking on new responsibilities. Above all, I would ask all members to remember that it is your Club with the committee only guiding it, though of course without a committee there could be no fully-functioning Club.

Our goals this year are to ensure our support for the Cardiac Unit at Wythenshawe Hospital remains available and to promote further involvement with patients on a virtual basis until access to visit current patients on the cardiac wards and in the pre-op clinics is possible once again. There has been some success already through our new leaflets [see p.4] and with our virtual support. We are expecting this will increase as time goes on and as patients become aware this is available to them. We are especially grateful to the nursing and administration staff for their assistance in promoting this new departure in the support we offer.

**David Holmes** [david.holmes.ticker@gmail.com](mailto:david.holmes.ticker@gmail.com)  
07872 312205

**Prize Draw :**  
This year more prizes than usual were chosen for sending out by post.

**But Di Heywood's bumper hamper came by personal delivery!**

[For all winners : see p.2]



**Page 2: Chairman's chat, and Prize Draw winners**

**Page 3 : Report on AGM and committee meetings**

**Page 4 : New patient leaflet & Belinda's quiz**

## Donations

Thank you for your donations, large & small, whether from individual members, from non-members, or organisations supporting our work.

**GIFT AID :** If you are donating, have you signed for Gift Aid? If you are a tax payer, this increases your donation by 25%.

**Donations of £100 and over** received from September to December are shown below :

Donation from / for	£
Anonymous	500
Jane Thurston	250
J Taylor	110
J Murphy	300
B Stones	100
R Manners-Wood	100
S Reid	120
R M Levy fund	173
Anonymous	250
P Eastwood	100
P Philipson	200

Smaller donations are always recorded and are very much appreciated.



## Lottery winners

OCTOBER	No.
1st £50 J Miller	126
2nd £25 J Dowell	137
3rd £13 F Tomlin	3
NOVEMBER	No.
1st £50 S Goulden	156
2nd £25 D Tamblin	200
3rd £13 L Swann	134
DECEMBER	No.
<b>Double prizes!</b>	
1st £100 B Summerfield	97
2nd £50 J Miller	128
3rd £25 M Brooks	175
JANUARY	No.
1st £50 F Tomlin	3
2nd £25 S Powell	151
3rd £13 R Mannia	82

## Chairman's chat

**H**appy New Year to you all! I know we're already a month into 2021 but this is the first chance I've had to reach all of our members. Hopefully 2021 will turn out to be a less strange year.

The encouraging signs of recovery from the pandemic have had to be tempered with caution as the messages coming out are that we all still need to take care and be vigilant. Some of you will have had your vaccine injections and I hope that the effect has been a good one, with no ill effects felt. I am encouraged by the activity of the various facilities that have been making these vaccinations possible. I have now had my first injection and await the second with eager anticipation.

Christmas Raffle tickets this year were sold only to members but the draw was well received. Winners were all of course members or friends, including Di Heywood, lucky winner of a splendid hamper donated to the Club for the draw [see picture p.1]. Though

rather less than usual, the draw still made a total of £2,000 for the Ticker Club, so thank you all for buying and selling the tickets. We will need to continue to be as active as last year so that we can continue funding our regular commitments within the Hospital.

There are a lot of positives to be taken from the progress we as a Club are making. We have been encouraged to think of new ways to work and I think we have had some good ideas to carry forward. I'm sure when they come to fruition, we will be stronger and fitter as a Club.

Please remember you are always able to contact me direct by e-mail on :

[david.holmes.ticker@gmail.com](mailto:david.holmes.ticker@gmail.com)

and I would encourage you to do so if you feel the need to speak to someone.

**David Holmes, Club Chair**



## Christmas Prize Draw winners

	Prize	Winner	Ticket no.
1st	£100 voucher	Jean Lewis	2006
2nd	£50 voucher	John Walton	3420
3rd	Bottle champagne	Elaine Tetlow	3308
4th	Hamper	Dave & Di Heywood	1405
5th	Bottle of gin	John Allcroft	29
6th	Bottle of whisky	Manny Flores	1068
7th	Bottle port	Marina McGrath	2258
8th	B&H gift set	B Darbyshire	778
9th	Candle set	Alan Munday	2449
10th	Next Pour Femme	John Bodicoat	260
11th	WB Eau de Toilette	Maurice Llamas	1907
12th	Light box	S Saleem	3780
13th	Garden voucher	Mrs Taylor	3263
14th	Garden voucher	N McKinnell	2283

## Quiz p.4 : the answers

1. Llandudno	1. Smell	1. Lego
2. £33 million	2. Liver	2. 11: all except February!
3. 266 hours	3. 2009	3. £139 billion
4. NHS nurse	4. \$34,000	4. South Africa
5. Dolly Parton	5. C. N America	5. C. Tamworth
6. 26 years	6. C. Tamworth	

**Gaynor Slater**

## Members joining

We'd like to welcome just one new member who's joined us since the last Newsletter  
2076 Paul Wilcox

Our thanks to Paul for joining us and supporting the Club in this way for the coming year.

**Belinda Carter, Membership Sec.**

## Meeting Wed 13th January

[continued from p.3 opposite > ]

- DH thanked Muneeb Yassir and Martin Merriman for taking on the co-ordinators' role for ward/clinic visitors and encouraging new members to join the team, a task especially difficult in the present climate.
- To date 79 members have not paid their membership and over 70 have not paid since last June. JM felt these members should now be taken off the list. DH said they had all been sent a letter reminding them they had yet to pay, and phone calls had also been made with very few replies or apologies. With the Club's year end being 31<sup>st</sup> January 2021, DH said they would be taken off the members' list if they hadn't paid by that date.

## Key points from AGM and November & January committee meetings

With access to our office in the Hospital still limited, committee meetings have continued bi-monthly on Zoom. To limit the length of meetings, members share information and points for discussion beforehand. Though the meetings have latterly become a little longer, the benefits of preparation are still apparent!

We hope sharing the main points of meetings will continue to provide a better insight into the workings of the Club.

### AGM Wednesday 4th November

1. Chairman's opening comments: DH warmly welcomed all those attending our virtual Annual General Meeting 2020. Due to Covid-19 restrictions, we were unable to hold our planned meeting on 23rd April 2020. Trustees decided to hold this virtual meeting as Covid 19 restrictions are likely to prevent an open AGM 2020 before the financial year end, 31st Jan 2021.
2. To comply with Charity Commission regulations, invitations to the meeting & a voting form sent to all members
3. The meeting was to conduct the business of the AGM and to ratify appointments made by the Trustees during the current crisis, as detailed in a letter sent to all members on 1<sup>st</sup> July 2020. All voting to be based on the voting papers returned by the majority of today's attendees.
4. The minutes of the AGM held on 11th April 2019 were approved and there were no objections.
5. Treasurer's Report: Designated Funds A bladder scanner was purchased for CTCCU and cost £6,000. Final cost of a vein harvester, purchased for Mr Venkateswaran, was only £22,671.43 (£1,328.57 less than original quote). Assets & Liabilities: Nothing to discuss. Other Monetary Assets in relation to Ticker Club income: Annual Gift Aid £1,302.75 (estimated to be £1,268 at year end); Building Society interest £215.74 at 31st March 2020 (estimated to be £100). All other figures in line with the Annual Report.
6. Chairman's thanks: Thanks on behalf of the committee and all Ticker Club members were extended to John Phillips, Hazel Phillips, Ken Duggan, Sharon Powell, and Jackie Richards, who stepped down from committee roles in 2020. He anticipated a later opportunity to thank all of them properly in a more congenial setting for all the sterling work they have undertaken.
7. The Trustees were now formally appointed, as notified to members in a letter dated 1st July 2020.
8. Appointment of an Independent Examiner: Steven Clegg has agreed to be our Independent Examiner to examine the accounts for the financial year 2020/21.
9. Proposed date for AGM 2021: Thurs 22nd April at The Cresta Court Hotel, Altrincham, restrictions permitting.

10. Diary Notes: Volunteers' Seminar 21: A date cannot yet be planned as no room bookings are currently being taken. The Christmas Party will be on 9<sup>th</sup> December 2021 at The Cresta Court Hotel, Altrincham.

### Meeting Wednesday 11th November

- Chair's report: DH will write to all TC volunteers to clarify the current situation and update them on committee discussions. The letter will also be copied to the Volunteer Department to keep them informed.
- Treasurer's report: MH said ward Christmas donations of £100 each to CTCCU, F5, F6 and Jim Quick wards may be dependent on how appropriate this was in present circumstances in the view of committee members. Committee members were in agreement on condition we were informed beforehand what the monies would be used for, that they would go directly to the wards in cash and not get confused with Covid monies. Co-ordination of the donations on the wards would be checked out nearer the time and carefully monitored.
- Raffle: This was to be drawn on 10 Dec 2020. DH suggested a review of who had paid their annual subscriptions but not returned raffle tickets. MY raised the question of where and by whom the raffle would be drawn. A few ideas were suggested dependent on circumstances at the time; a committee Zoom meeting, a video uploaded to the TC website, or 6 committee members to be present in an open space. This to be decided nearer the time when updates on restrictions had been announced.

- Club subscriptions: BC said over £1,000 of subscription money was outstanding. It would be a great help during these difficult times if members would pay their fees.
- Social meetings: BC said due to Covid restrictions we haven't been able to hold any quizzes or social events. But, if allowed access to the TC office, she would start sending out quizzes via email. If the TC had a Zoom account, she could organise a variety of social events, not just quizzes.
- Inpatient support, virtually: Updating on progress, NC said to liaise with customers 'virtually' we are dependent on the support of ward staff. But

currently, despite ward staff wanting to help, they just did not have the time or manpower. A rota system has been tried but to date no patients have contacted us for support. So, the working party decided to put together a 'user-friendly' leaflet for patients explaining the support we can give them before and after their operation and during rehabilitation. Nurse Helen Allen has recently joined the group and provided valuable input regarding both the leaflet and operational issues. The plan is for a small user-friendly leaflet with a clean look and a few images, giving it a 'catchy, cheeky, eye-catching' appeal to patients. The focus needs to be on the TC's friendly, supportive, chatty, professional service, available for patients and easy to access. Such a leaflet is the only vehicle we currently have to reach patients.

### Meeting Wednesday 13th January

- Chair: DH said Club AGM, scheduled for 22<sup>nd</sup> April, may once again need to be postponed.
- Treasurer: MH announced the Club has been left a very generous sum of money in a legacy. The lady, who lived in Stoke, was unknown to us, nor is it known why the money was left to the Club. With the money in hand, we now await a copy of the Will to check on any restrictions as to how we spend the monies [Post-meeting update: there are no restrictions].
- Another greatly appreciated and significant donation has been left to the Club by Mr Walmsley of Cheadle
- It was noted that Club member Sheila Higginbottom had moved house, and her standing order has been stopped. It may be that Sheila, one of the oldest and earliest of Club members, and very loyal and supportive as a one-time committee member, has sadly passed away.
- The new patient support leaflet has been printed and distributed [see p.4]. Nurse Helen Allen is chatting with patients to familiarise them with the leaflet. Feedback from a couple of patients suggests they would like a contact phone number. A Club 'Pay as you Go' mobile phone, with the number added to the leaflet, would be helpful.

[ < concluded on p.2 opposite ]