



Affiliated to the
British Heart
Foundation

The Ticker Club

Registered Charity No. 519754
Supporting cardiac patients at Wythenshawe Hospital



The Queen's Award
for Voluntary Service

ANNUAL REPORT OF THE EXECUTIVE COMMITTEE FOR THE YEAR ENDED 31st JANUARY 2020

Introduction

The Report and Accounts now presented take into account the requirements of the legal accounting and reporting framework for charities deriving from the Charities Act 2011

Charitable Status

The Ticker Club, based at the Manchester University NHS Foundation Trust (MFT), Wythenshawe Hospital, Manchester M23 9LT is registered with The Charity Commission, Charity Number 519754.

Constitution of the Club

The Constitution of The Ticker Club was adopted at a general meeting of club members on 10th December 1987 and amended at subsequent General meetings held on 14th September 1989, 9th November 1989, 10th October 1996, 10th August 2000, 10th July 2003 and 28th April 2011.

Objectives of the Club

The objective of the Ticker Club is to promote the relief of persons in Manchester and the surrounding area who are to undergo, or who have undergone, heart procedures of any kind.

In furtherance of this objective, the Club:

- a. Offers moral support and encouragement to such persons and their relatives.
- b. Supports financially or otherwise heart and vascular procedures carried out by the Manchester University NHS Foundation Trust (MFT) at Wythenshawe Hospital
- c. Raises funds, invites and receives contributions etc. to finance the Club's activities (provided that no substantial trading activities shall be undertaken) – (pages 4, 5 and 6)
- d. Makes grants or donations in cases of need to alleviate hardship – (page 6)
- e. Does such other lawful things as shall further the Club's objective

Public Benefit

The Executive Committee confirm that it has complied with the duty in Section 17 of the Charities Act 2011 to have due regard to public benefit guidelines published by the Charities Commission.

Membership of the Club.

Membership is open to all persons who have been diagnosed as having a heart problem, their relatives and to all those who support the aims and objectives of the Club. All members are required to pay an annual subscription which is currently £10.00 per head, or £15.00 for member and partner. At the year end there were 427 Club members. During the current year existing members not renewing their subscriptions have been deleted from the records in compliance with GDPR legislation which, even taking account of the new members joining, means that the membership level has fallen.

Members of the Club meet occasionally to discuss matters of ongoing interest and to engage in leisure activities, and a quarterly Newsletter is produced to keep them abreast of Club affairs and to inform them of forthcoming events, etc.

Executive Committee:

The day-to-day running of the Club's affairs is carried out by an Executive Committee normally comprising 9 full members, plus 3 co-opted members. This Committee meets at regular intervals (usually bi-monthly). Executive Committee members are elected by the Club membership, normally at the Annual General Meeting. The Club Officers (see below) are usually appointed at AGMs for two-year terms. Five Committee members are due for election for the usual one-year term of office.

During the accounting year to 31st January 2020 the Executive Committee members were:

Officers:	Mr John Phillips	Chair
	Mr David Holmes	Vice Chair *
	Mr Kenneth Duggan	Secretary
	Mrs Marie Holmes	Treasurer *

- *These Officers were elected/re-elected at the 2019 AGM, 11 April 2019.*

Members:	Mr John Miller	(Media Secretary)
	Mrs Hazel Phillips	(Membership Secretary and Distribution Co-ordinator)
	Ms Sharon Powell	
	Miss Belinda Carter	
	Mr Muneeb Yassir	

Co-opted Members following the May 2019 Committee Meeting:

Mr Martin Merriman
Ms Jackie Richards
Ms Gaynor Slater

The terms of office of the present Chairman and the Secretary will come to an end at the Annual General Meeting on 11th April 2020 and both have indicated their intention to stand down at this time, as has the Membership Secretary Mrs Hazel Phillips. Mr David Homes has said that he would accept the Chairman's position for a two year period. Miss Belinda Carter has offered to take on the Membership Secretary role, and Ms Gaynor Slater would undertake the Secretary role, all conditional on election at the 2020 AGM. The terms of office of the five Committee members will expire as normal at the forthcoming Annual General Meeting on 23rd April 2020.

All retiring Officers and Committee members may stand for re-election if they so wish.

Co-opted members of the Committee may be appointed or re-appointed by the incoming Committee. (The rule is one for each three Committee members, up to a maximum of three)

Organisation Structure:

The Club is operated entirely on a voluntary basis and no member or officer of the Club receives any remuneration whatsoever, although appropriate reimbursements are made in respect of expenses incurred in relation to Club activities (see page 7 of review)

The Club has the full-time use of an office, provided free of charge, which is located in the entrance foyer of the North-West Heart Centre at Wythenshawe Hospital.

Club Agents / Advisers:

The Ticker Club maintains Bank and Building Society accounts with: -

(a) Yorkshire Bank, 6 Bridge Street, St Helens WA10 1NF, a Current Account and a Lottery Account.

(b) Vernon Building Society, 19 St Petersgate, Stockport, SK1 1KF (Interest paying account)
(see page 9 of the Report for details of the above accounts)

Under the Club's Constitution an Independent Examiner is appointed at each Annual General Meeting. For the year under review, the Independent Examiner was: -

Mr S C Clegg FCA, IPFA

Main Activities Undertaken:

1. Patient support, Cardiac ward and Outpatient clinic visiting:

The Patient Support Team of Volunteer visitors continues to provide moral support to Patients, their relatives and their friends.

As part of their ongoing training, the **Annual Volunteers' and Ward Visitors' Seminar** was held in the Education & Research Centre (ERC) at Wythenshawe Hospital on the 25th June 2019. It was an opportunity both for a group of new volunteers to be introduced to the team, and for everyone to hear of progress in cardiac treatments in the NW Heart Centre. The meeting was well attended by existing and new volunteer visitors and was opened by Chair John Phillips.

This annual event serves to introduce new members Marian Shalliday and Dr Vernon Marshall to the team, and to invite specialists in the field to update us about developments in the world of cardiac surgery and in other related matters.

This year two members of the MCT (MetaCognitive Therapy) Pathway Study team, Lora Capobianco and Lindsey Brown, spoke to us about improving the effectiveness of psychological interventions for anxiety and depression in cardiac rehabilitation. This was an enlightening session, dispelling many myths about the whole subject, and describing what was being evaluated as a means of dealing with such issues.

Next, David Holmes updated the meeting with diary events relating to Social Meetings and Fundraising in the coming months.

Marie Holmes, the Treasurer, gave the gathered members a brief update on the key financial matters.

Then, Hazel Phillips, our Membership Secretary, updated us on the efforts taking place to update our membership details and the work involved to keep them current.

Next, Shiela Wilkinson, the Trust's 'Environment Manager, Quality and Patient Experience Directorate', spoke about ongoing training and introduction for new Volunteers, and presented an early showing of the new volunteers' film, which would shortly be posted on the Trust's website, and which included several Club members.

Then, after a good lunch and photographs for the Newsletter, Dr Helen Allen, a Ward Sister on F6, spoke to us about what was new since our surgery took place. This was fascinating, seeing all these changes summarised in this way.

Praise for the work done by the Ward and Clinic visitors was again a common theme throughout the Seminar, with appreciation of how much our visits helped patients and their families, thereby complementing the work of the professional staff.

Visits to speak to new admissions (Pre-op patients) in the Cardiac wards continue in the afternoons on Sundays, Mondays, Tuesdays, Wednesdays and Thursdays. Visits to Post-op patients in the wards continued on Monday, Wednesday, Thursday and Friday mornings. We continue to receive favourable feedback from patients, relatives and friends, as well as from the clinical staff.

Attendance by our Patient support team has continued to good effect at Consultants' outreach clinics at Wigan District General Hospital and Tameside Hospital. Sadly, patient support at Fairfield Hospital, Bury, remains stalled due to a lack of Volunteers in that geographic area, (we do need new volunteers for this Clinic). Visiting within Wythenshawe Hospital's own Cardiac outpatient clinics is now well established on Tuesday and Wednesday mornings.

Our involvement in the Cardiac Patient Information talks each Friday afternoon in the Cardio Thoracic Critical Care Unit (CTCCU) allows us to offer reassurance to those attending just prior to their surgery. John Phillips, John Miller, Alan Munday and Ken Duggan on a rota basis represent the Club at these talks which many of our patient visitors have attended as observers. The purpose of this meeting is for Cardiac patients due to receive surgery in the following weeks to be briefed on their journey from admission the day prior to the operation, through recovery in the CTCCU and Ward F6, and then to their discharge from hospital, plus attending Cardiac Rehabilitation and follow up reviews with the Consultant. Patients and their families have the opportunity to meet the staff from all the Cardiac services - CTCCU, Cardiac Ward F6, Physiotherapy Department, and Rehabilitation and Cardiac Specialist nurses. The feedback from these talks has been very positive from patients, their families and the Medical teams.

This increased activity exposes the need for more volunteers, but the Club continues to be indebted to all existing volunteers who take part in this valuable patient support service. We currently have 35 Ward / Clinic volunteers and 10 non patient facing volunteers.

Our work is promoted through Patient support leaflets, the Club Newsletter and by the volunteers themselves on their ward and Outpatient clinic visits.

The Ticker Club website continues to enhance the information and help which it offers to patients and others; this way, the help is available to Cardiac patients 24 hours a day.

2. Patient Representation:

At MFT–Wythenshawe Hospital, Ken Duggan and John Phillips continue to represent the Club at Cardiac Surgery Specialist meetings.

Ticker Club Chairman, John Phillips, Committee Member John Miller, and Ward and Visitor co-ordinator Alan Munday liaise with outside Cardiac Group Forums and meetings, British Heart Foundation seminars etc.

3. Fundraising

This financial year we have been very fortunate in our fundraising and have raised a net total figure in excess of £25000 by various methods.

Our Ticker Club direct fundraising sources include: a Monthly Lottery and the Annual Christmas Draw, this year the Annual Draw raised £4842 after costs which was thanks to an enthusiastic team promoting the sales in the hospital and at external events.

We have had a number of people willing to involve themselves in sponsored events, such as walks, runs, cycle rides and Crown Green Bowling, raising almost £10000. Donations came from both Members and a diverse range of people and groups from Primary Schools, Bell Ringers, Choirs, Golden Wedding and Birthday celebrations and many others. We also received a number of Memorial Donations. HMRC boosted our income through Gift Aid and we ask anyone who can to consider gift aiding their contributions.

Collecting Boxes brought in a total of £236, which is included in the donations figure and are still in place for this year.

Our donation platform, this year, has had to change from MyDonate, which ceased to operate on 30th June 2019, to Virgin Money Giving who we have registered with. This provides an easy system for people to register with and for us receive the donations for their events.

It is only due to the ongoing efforts by all that we are able to fund purchases on behalf of the Cardiac Unit of Wythenshawe Hospital, so thank you to everyone who took part in our continuing work.

Review of Progress and Achievements:

Relations between the Club and the Trust continued to be strong during the year.

It is now over two years since Wythenshawe Hospital merged into the Manchester University NHS Foundation Trust (MFT). The various relationships between the Club and its Officers with the Trust have settled into place. Development plans for the Cardiac Centre have been discussed for some time, but no major changes have occurred. We will continue to report back to you as progress develops which might affect the Club.

Ticker Club Newsletters are compiled and edited by Committee Member / Media Secretary John Miller and editions were produced in spring, summer, autumn and winter 2019-20. John continues to update the Ticker Club notice boards and displays throughout the hospital, where the new portable displays have proven to be useful additions to our ability to broadcast our services. Our website, which John manages, continues to display our message clearly and to a wide audience.

We are examining a proposal made by a member that we should open a Facebook page. This is being examined to consider its possible role in our communications.

Committee Member Muneeb Yassir oversees Volunteer matters, including recruitment and Hospital approvals. He is assisted in this work by Club Member Alan Munday, who oversees day-to-day coverage and also arranges initial training for newly appointed Volunteers. Alan also runs the rota for all the ward / clinic volunteers in addition to continuing his work with the BHF to whom we are affiliated. (All expenses incurred with regard to the BHF are met by the BHF)

The Club has introduced the use of the Virgin Money Giving website to make it easier for generous and enterprising individuals to raise money on the Club's behalf. We previously used the MyDonate website for this purpose, but it was withdrawn some months ago. The Virgin Money website receives and processes donations for member charities such as ourselves, and reclaims Gift Aid on our behalf. The transfer from one service to the other, led by Treasurer Marie Holmes, worked smoothly.

Membership Secretary Hazel Phillips maintains strong records of membership numbers, changes of address, and rises and falls in numbers, and has provided the numbers recorded in the opening paragraphs. Hazel also oversees the distribution of all correspondence going out to members. She has been shadowed over recent months by Belinda Carter in the anticipation that she may soon assume this role herself.

Club functions have taken place more frequently in the last year than of late, initiated by David Holmes and supported by Belinda Carter and others. The functions have been varied in their themes and have been enjoyed greatly by those who attended. Details and upcoming meetings are published in the Newsletters and on the Club's website (www.thetickerclub.co.uk)

The Ticker Club Executive Committee continues to meet regularly, usually on the second Thursday of alternate months, at the Club's office in the North-West Heart Centre building at Wythenshawe Hospital. The Club Officers meet occasionally with the NewStart Charity lead (Linda Ellis) to discuss matters of mutual interest, our two charities having jointly financed equipment contributions in recent years.

The Officers and Committee of the Ticker Club wish to thank all members and Club volunteers for their contributions which continue to sustain this entirely voluntary Charity.

Treasurer's Report.

The Receipts and Payments Account shows the income and expenditure for the financial year 1st February 2019 – 31st January 2020 and the balance of money held as at 31st January 2020. Comparative figures from the previous year are shown.

The receipts for the current year exceed payments by £5558

Receipts and Payments Account

Our income from membership shows an increase of £335 to £4255

Donations are; direct payments of £12965 for donations, outside events, boxes, and logo items, plus £3019 from My Donate, plus £3838 from Virgin Money Giving which is now our Fundraising site for events and donations. Total £19822

Annual Gift Aid of £1267 is for the period ending 31st January 2019. My Donate £398 is for the period ending 30th June 2019 and Virgin Money Giving £686 for the period ending 31st January 2020. Total £2351

The main social event was the Christmas Party. Members' social evenings restarted in September 2019. The Social events had a small surplus, but these are non-fundraising events. Ticker Club Fundraising has been very successful during the year. Raffle Ticket income increased by £1540 to £5321 which after costs left a net figure of £4842. The Monthly Lottery membership has increased with £261 extra income.

All costs incurred directly by any Events or Fundraising are shown under payments.

The Ticker Club has no paid employees. All the Executive Committee Members and Patient Support Visitors are volunteers. Travel expenses are paid to volunteers in respect of duties carried out on behalf of the charity.

The Administration cost includes the travel expenses of £1608 for the Executive Committee Members in respect of administrative duties.

Printing costs includes the "There for you" leaflets as these, and the Logo items, promote the club and its activities. The costs of the A.G.M., open to all members, and the Annual Seminar, open to all Ticker Club volunteers, are shown separately in the accounts. The Web site cost is for administration cover. The cost of the quarterly newsletter sent to all members is itemised in the accounts. In April 2019 a replacement reconditioned Photocopier was purchased for the office

Sundry expenses include the Annual Licence for the Christmas Raffle and Monthly Draw, card fees incurred by My Donate and Virgin Money Giving and a small retirement gift to a long serving Trustee.

Travel expenses for ward & clinic visitors of £3401.

Materials purchased Relaxation CDs £450 and New Beginning Books £5190

Four cardiac wards F5, F6, CTCCU and Jim Quick each received £100 towards in-patient gifts at Christmas.

Hospital equipment total £12041.

Sky Ceilings Cath. Labs 3, 4 and 5 £5481. Folding guest bed ACCU £299.

Exercise bike Cardiac Rehab £1761. Mobile Echo Scanner The NW Heart Centre £4500.

Statement of Assets and Liabilities

Cash funds are now shown as balances in all accounts held by the Charity as at 31st January 2020, plus any deposits un-credited, less any un-presented cheques at this date. The balance of Funds was £49704 as at 31st January 2020

Other monetary assets are payments due to the Charity but will not be paid until the following financial year. Estimated values are shown.

Assets retained for the Charity's own use at nominal resale value. At the Executive Committee meeting on 9th January 2020 it was agreed to depreciate the photocopier to £100 - 2020, £50 - 2021, Nil - 2022.

Liabilities

Liability is an obligation to pay for something e.g. creditors, loans etc.

Suppliers account not yet paid £300 for goods received before 31st January 2020. Estimated travel expenses due up to the end of the financial year but not yet paid £420

The Designated fund of is for approved requested items for the hospital which should be purchased in the next financial year.

Bladder Scanner £6000 CTCCU

Vein Harvester £24000 Mr Venkateswaran - Cardiac Surgery

After the deduction of the costs of fundraising activities and administrative expenses the Club's net income is available for the purchase of equipment for Cardiac and related departments within Wythenshawe Hospital and grants and donations to local hospital services and other items relating to patient welfare.

The Accounts have been checked and verified by the independent examiner
Mr S Clegg FCA CPFA

Signed **Marie Holmes Treasurer** Date

Signed **John Phillips Chairman** Date
On Behalf of the Executive Committee

RECEIPTS AND PAYMENTS FOR THE PERIOD 1ST FEBRUARY 2019 - 31ST JANUARY 2020

	2019/20		2018/19	
	£	£	£	£
Receipts				
Membership Subscriptions		4255		3920
Donations		19822		15874
Legacies		0		0
Gift Aid Recoverable		2351		1843
Building Society Interest		221		154
Social Events:				
Members Socials	94		0	
Christmas Social	962	1056	762	762
Fundraising:				
Annual Raffle	5321		3781	
Monthly Lottery	2220	7541	1959	5740
Total Receipts		<u>35246</u>		<u>28293</u>
Payments				
Administration Etc:				
Travel Expenses	1608		2873	
Printing Stationery & Postage	912		1664	
AGM and Seminar	394		381	
Web Site	128		72	
Newsletters	900		1500	
Logo Shirts Mugs and Pens	1238		1027	
Equipment	234		0	
Sundry Expenses	173	5587	57	7574
Direct Support to Hospital:				
Patient Support Visits	3401		4531	
Patient Support Materials	5640		6108	
Ward Gifts	400		400	
Equipment funded for the Hospital	12041	21482	11125	22164
Social Events:				
Members Socials	40		0	
Christmas Party	956	996	715	715
Fundraising:				
Christmas Raffle	479		511	
Monthly Lottery Prizes	1144	1623	1144	1655
Total Payments		<u>29688</u>		<u>32108</u>
Net Receipts (payments) for the Year		5558		-3815
Add: Balance of Funds from Previous Year.		44146		47961
Balance of Funds		<u>49704</u>		<u>44146</u>

STATEMENT OF ASSETS AND LIABILITIES AS AT 31ST JANUARY 2020

	2019/20	2018/19
	£	£
Cash Funds		
Deposit Account at Vernon Building Society	30723	34502
Current Account at Yorkshire Bank	18858	9436
Lottery Account at Yorkshire Bank	804	737
Plus Un-credited deposits	0	917
Less Un-presented cheques	-681	-1446
	<u>49704</u>	<u>44146</u>
Other Monetary assets		
Gift Aid Recoverable Building Society	1268	1266
Interest Due My Donate	100	150
Donation	0	10
	<u>1368</u>	<u>1426</u>
Assets retained for the charity's own use (at nominal resale value)		
Office furniture and Displays	0	0
Photocopier	100	0
	<u>100</u>	<u>0</u>
Liabilities		
Travel and Patient Counselling Expenses	420	617
Office supplies	0	74
Newsletters	300	0
	<u>720</u>	<u>691</u>
Designated Funds		
Agreed Hospital Purchases	30000	14200
	<u>30000</u>	<u>14200</u>

Date

.....

Signed Marie Holmes Treasurer

Signed John Phillips Chairman
On Behalf of the Executive Committee