



Affiliated to the
British Heart
Foundation

The Ticker Club

Registered Charity No. 519754

Supporting cardiac patients at Wythenshawe Hospital



ANNUAL REPORT OF THE EXECUTIVE COMMITTEE FOR THE YEAR ENDED 31st JANUARY 2021

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).
- d. Makes grants or donations in cases of need to alleviate hardship.
- 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 2020-year end there were 291 club members and 90 joint partner members. At the 2021-year end there were 269 club members and 95 joint partner members. During the current year existing members not renewing their subscriptions have been deleted from the records to comply with GDPR legislation. Taking into account the new members, (including 95 members' partners) the membership level has dropped slightly, showing a 7.56 % decrease. However, it needs to be noted that this has been a challenging year for both recruiting and retaining members due to Covid 19.

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 (A.G.M.) However due to unprecedented circumstances this year (Covid-19) the A.G.M. which had been scheduled for April 23rd 2020 had to be postponed and was conducted later in the year on November 4th 2020 by 'zoom'.

On July 1st 2020 the Chair sent a hard copy letter to all members informing them that due to the current situation the A.G.M. had been cancelled. To enable the Ticker Club to continue to function, even though the business would not be conducted in the 'usual' format due to Covid, it was proposed by the current Committee that the nominations and recommendations for the Officers, Members of the Committee and Co-opted Members, which were received prior to this date, be accepted on the members' behalf at the next committee meeting on July 15th 2020. This would also allow those members of the current committee to stand down as was their intention at the A.G.M. and ensure the new committee could continue to conduct the business of the club. The members were asked if they were in agreement and given the opportunity to contact the Chair with any questions, queries and/or oppositions.

The Charity Commission guidelines recognise that during the current situation extraordinary measures may be taken if it is in the best interest of the Charity. All information, correspondence, minutes etc have been kept on file.

The confirmed Executive Committee members being:

Officers: David Holmes – Chair, Martin Merriman - Vice Chair, Gaynor Slater – Secretary and Marie Holmes – Treasurer (second year of office)

Committee Members: Alan Munday, Belinda Carter, John Miller, Muneeb Yassir and Nazir Choonara

Recommended Co-opted Members: Marian Shilliday, Vernon Marshall and Victor Hyman

In October 2020 the Chair wrote another letter to all members reminding them that due to unprecedented circumstances this year (Covid-19), both national and local restrictions prevented an open meeting and the A.G.M. which had been scheduled for April 23rd 2020 had been postponed. The letter detailed that the A.G.M. would now be held on Wednesday November 4th 2020 via 'zoom'. Members were asked to confirm their expression of interest, whereby they would be sent by email prior to the meeting; the

agenda, minutes of the 2019 AGM, the 2019/20 annual report and a voting form for the proposals. Once again, the members were given the opportunity to contact the Chair with any questions, queries and/or oppositions.

On November 4th 2020 the A.G.M. took place via zoom. The meeting format followed the agenda and formalised the business of the Ticker Club. Trustees were formally appointed and ratified. Under the Club's Constitution an Independent Examiner is appointed at each A.G.M. and for the year under review, the Independent Examiner was Mr S.C. Clegg.

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.

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.)

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. However, the format has had to change in view of the current climate.

It has been a difficult year since March 2020 when all 'normal' Ticker Club patient support activities had to be suspended due to the restrictions put in place following the outbreak of the Corona Virus. Manchester Foundation Trust (MFT) in line with Government guidelines meant that any access into Wythenshawe hospital for volunteers was put on hold.

The Friday afternoon meetings which allow the Ticker Club to offer reassurance to those attending just prior to their surgery; giving patients 'end to end' information on the operation process, support services, after care etc were no longer permitted to take place. The feedback from these talks has always been extremely positive from patients, their families and the medical teams. As an alternative patients are now being issued with all of the information in paper format. The Ticker Club phone number is included in this information if patients want to talk about any concerns. There was an initiative by the team in Cardio Thoracic Critical Care Unit (C.T.C.C.U.) to continue the cardiac patient information talks which were held each Friday, by posting a video feed onto the hospital website for patients to view. We were asked to contribute and John Phillips presented a section on behalf of The Ticker Club. As yet it has not been posted due to the need for Trust approval but we await the 'premiere' with anticipation.

As a result of the new government restrictions, it has prompted us to be more forward thinking in our approach to Patient Support. The Ticker Club committee felt it was difficult developing a relationship with a patient over the phone and a more proactive approach should be taken. Nazir Choonara devised a strategy which was ratified by MFT Board.

The strategy was more technologically focused, whereby patients in the first instance could liaise and contact the Ticker Club virtually, indicating their willingness to be contacted. To implement the strategy Nazir Choonara with the assistance of a small Working Party which included; Victor Hyman, Peter Hill, John Phillips and the staff within the various departments in the hospital who we are in contact with, met up on numerous occasions. However, the logistics of liaising with customers using this technology was proving to be difficult operationally.

So as to keep up the momentum of patient support, it was agreed at one of the executive committee meetings, that the Working Party would put together a 'user friendly' leaflet. This would explain the support which the Ticker Club could provide for patients prior to their operation, after their operation and during the rehabilitation stage. The main focus being on the Ticker Club's friendly, supportive, chatty, professional service which is easy to access.

The patient support leaflet was printed and distributed. Feedback to date has been very positive from patients; however, it was requested that a contact phone number on the leaflet would be extremely beneficial. The Ticker Club number has now been added onto the leaflet providing a point of contact.

The Ticker Club are supporting the various clinics and continue to provide leaflets and literature for patient information. This year we have funded a series of leaflets for the Heart Valve Clinical Lead, Doctor Laura Dobson. She had realised that patients were being given so much information verbally it was becoming confusing, so she produced with our assistance, a series of leaflets detailing their condition which patients are able to read after their visit.

During 2020 we purchased almost £30,000 of equipment for the benefit of cardiac patients at Wythenshawe Hospital, details of which are in the Treasurer's report.

The 2020 Annual Volunteers Seminar was reluctantly cancelled as the numbers due to attend would have contravened the Covid guidelines. However, due to the good work of the volunteer team the individual volunteers have been contacted on a regular basis to keep them up to date with what is happening and hopefully, when allowed, we will be able to hold the Seminar as in previous years.

2. Patient Representation:

Unfortunately, most of the Cardiac Surgery Specialist meetings have been suspended but contact is still being kept through technology and we will still be available when the need arises in the future. John Phillips and Ken Duggan are eager to return to their involvement. Outside of the MFT the various Cardiac Group Forums are still active and John Miller and John Phillips continue to represent the Ticker Club at these.

3. Fundraising

This year fundraising has been severely curtailed as outside events were cancelled due to Covid. We were unable to sell tickets for our Annual Raffle in the hospital. Books of tickets were only sent to all members and the response was incredibly good, raising a total of £2050 and all the prizes were won by members, their families and friends.

We have been fortunate in receiving donations and whilst this year this has been reduced, we still gratefully received £13434 which will be increased when we claim the Gift Aid portion from HMRC. Donations are boosted by donors using the Gift Aid scheme, whereby taxpayers can complete a simple form, and the Ticker Club can then reclaim the income tax that the donor has paid on the amount of the contribution. It costs nothing to register for Gift Aid as long as you are a U.K. taxpayer, which is worth consideration when making any donation.

We continue to use Virgin Money Giving as our donation platform and receive regular payments through them as they claim Gift Aid on our behalf. It works very well and has proved to be a successful move.

Once the Club's expenses have been covered, the net contributions received are available for the purchase of equipment for Cardiac and related departments within the Cardiac unit at MFT - Wythenshawe Hospital. The money can also be used for grants and donations to the hospital for other items relating to cardiac patient welfare.

Other income can be seen in the Treasurer's Report under Receipts and Payments.

The Committee of the Ticker Club wish to thank all the people who made such unstinting and generous contributions to our funds during a difficult and challenging year, along with Club volunteers for their contributions, which continue to sustain this entirely voluntary Charity.

Review of Progress and Achievements:

We continue to have a strong working relationship with the Trust and are sure that this will continue.

There are some development plans for the Cardiac Unit at Wythenshawe Hospital but nothing firm has been agreed as yet by the Trust. We are keeping in contact with the Administration team for updated information and it will be communicated to all members when known, interesting times ahead for the hospital and The Ticker Club.

Marie Holmes our Treasurer has been continuing her work at home as she has been unable, due to the Covid restrictions and her own shielding, to access the office. She took the decision to uplift all the accounts working files from the office in March 2020 to a laptop. Since June our office at Wythenshawe Hospital has been used by hospital staff to allow social distancing, so Marie has turned her hallway into a Ticker Club branch office, complete with the photocopier. This has enabled her to continue to produce our accounts on time every month and complete the final accounts for 2020/21. She continues to oversee the finances of the Club for the benefit of all members.

John Miller our Media Coordinator has compiled and edited the spring, autumn and winter Newsletters which have been available on our website and have been sent to members by post. We are trying to keep to the usual edition dates but it has not been easy with the restrictions. John manages the website which allows more information and photographs to be made widely available. It still contains a link to the Hospital website.

Muneeb Yassir has taken over the role of Volunteer Coordinator and Martin Merriman has stepped in to assist him in this role. The role involves arranging initial training for newly appointed volunteers and keeping in contact with new recruits which has proved to be challenging during the Corona virus. This follows Alan Munday's decision to step down from this role and our thanks go to him for the work he has carried out in the past.

Belinda Carter has taken on the role of Membership Secretary following Hazel Phillips' decision to step down having been in the role for several years. Our thanks must go to Hazel for her work in keeping the membership up to date. The committee are confident that Belinda will be a more than capable successor. Belinda is maintaining and monitoring records of membership numbers, changes of address/email addresses and has provided the numbers recorded in the opening paragraphs.

Social Events have had to be suspended until further notice but Belinda has been sending quizzes to members on our email list. As soon as we are able, social evenings will recommence. We were not able to hold our Christmas Social where we draw the

Raffle, so this had to be drawn by holding a virtual committee meeting, and all prizes were distributed using a socially distanced approach.

John Phillips stood down from his role as Chair of The Ticker Club after being on the committee for over 10 years and serving as Chair for 8 of them. John has been at the forefront of the Club's progress in that time and the gratitude of all the members should go to him.

Likewise, Ken Duggan stepped down from his role as the Club Secretary after acting in the role for a number of years. This role has been taken on by Gaynor Slater who shadowed Ken for a while and has moved into the role seamlessly. Our grateful thanks go to Ken for his steady hand at the helm during his tenure.

We also thank Jackie Richards and Sharon Powell who continued their committee involvement until July before stepping down from their Trustee roles for the Club. The Reverend Vernon Marshall offered himself for co-opting onto the committee, it must have been a strange year for him because we have only met by Zoom technology, but he has always been there. Victor Hyman our other co-opted member has been involved with Nazir Choonara in maintaining our patient contact.

There have been two other committee members who have reluctantly had to step down from their positions on the committee due to personal reasons. They are Alan Munday (who co-ordinated the 'Training Guide for Volunteer Ward and Clinic Visitors'. This is an excellent document which will be invaluable for all volunteers who undertake ward visits) and Marian Shilliday. The committee wish them well and on behalf of all members thank them for their past help.

The current committee members have indicated their willingness to continue to be involved as trustees until such time as we can hold elections in the future for new committee members. Their support is appreciated in what has been a less than easy year and hopefully normal meetings can be resumed as soon as it is safe to do so.

All of the members play an integral part in the support of the Cardiac Unit in the hospital and our thanks as a committee are extended to everyone in helping the Ticker Club to achieve its aims and objectives.

Treasurer's Report

The Receipts and Payments Account shows the income and expenditure for the financial year 1st February 2020 – 31st January 2021 and the balance of money held at 31st January 2021. Comparative figures from the previous year are shown.

The receipts for the current year exceed payments by £106142.

Receipts and Payments Account

Our income from membership shows a decrease of £458 to £3797.

Late January 2021 a legacy of £121515 was received. Part of this has been transferred to the Vernon Building Society and, to protect our finances under FSCS limits, a new interest paying account will be opened in the new financial year for the balance.

Donations are direct payments of £8614 for direct donations, including boxes, plus.

£4820 from Virgin Money Giving which is now our Fundraising site for events and donations. Total £13434

Annual Gift Aid of £1303 is for the period ending 31st January 2020 and Virgin Money Giving £825 for the period ending 31st January 2021. Total £2128

Due to Covid restrictions there were no outside fundraising events.

The only social event in 2020 was a Members' Social which had a small surplus.

The deposit for the Christmas Social which was cancelled due to Covid restrictions has been carried forward for the Christmas Social 2021.

Fundraising was limited to our Annual Raffle; tickets were sent to members only, due to the restrictions, and raised £2050 (after costs). The draw took place virtually at a meeting of the Trustees on the specified date.

The Monthly Lottery raised £170 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 £512 of the Executive Committee Members in respect of administrative duties.

Printing costs includes the "There for you" leaflets as these promote the club and its activities. The A.G.M., open to all members was held virtually due to the Covid restrictions, the deposit paid in the previous financial year has been carried forward for the 2021 A.G.M. The 2020 Annual Volunteer Seminar was cancelled.

The Web site cost is for administration cover.

The cost of the newsletter sent to all members is itemised in the accounts.

Sundry expenses include the Annual Licence for the Annual Raffle and Monthly Draw, card fees incurred by Virgin Money Giving, bank transfer charges for the legacy.

Travel expenses for ward & clinic visitors of £397

Materials purchased Relaxation CDs £225, Cardiac rehab diaries £2290 and

New Beginning Books £2900 Total £5415

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

Hospital equipment total £29920.

Bladder Scanner £6000 CTCCU

Vein Harvester £22672 Mr Venkateswaran - Cardiac Surgery

Portable Blood Pressure Monitors £104 - Cardiac Rehab

Valve Information Leaflets £1144 - Dr L Dobson Cardiac Clinic

Statement of Assets and Liabilities

Cash funds are now shown as balances in all accounts held by the Charity as at 31st January 2021, plus any deposits un-credited, less any un-presented cheques at this date. The balance of Funds was £155,846 as at 31st January 2021.

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.

Estimated travel expenses due up to the end of the financial year but not yet paid £25.

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

There are no outstanding requests as at 31st January 2021.

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* Marie Holmes Treasurer Date *10th MARCH 2021*

Signed *Martin Merriman* Martin Merriman Vice Chair

Date *10th 4/ APR 2021*
On Behalf of the Executive Committee

RECEIPTS AND PAYMENTS FOR THE PERIOD 1ST FEBRUARY 2020 - 31ST JANUARY 2021

| | 2020/21 | | 2019/20 | |
|---|--------------|---------------|--------------|--------------|
| | £ | £ | £ | £ |
| Receipts | | | | |
| Membership Subscriptions | | 3797 | | 4255 |
| Donations | | 13434 | | 19822 |
| Legacies | | 121515 | | 0 |
| Gift Aid Recoverable | | 2128 | | 2351 |
| Building Society Interest | | 216 | | 221 |
| Social Events: | | | | |
| Members Socials | 15 | | 94 | |
| Christmas Social | <u>0</u> | 15 | <u>962</u> | 1058 |
| Fundraising: | | | | |
| Annual Raffle | 2385 | | 5321 | |
| Monthly Lottery | <u>2390</u> | 4775 | <u>2220</u> | 7541 |
| Total Receipts | | <u>145880</u> | | <u>35246</u> |
| Payments | | | | |
| Administration Etc: | | | | |
| Travel Expenses | 512 | | 1608 | |
| Printing Stationery & Postage | 436 | | 912 | |
| AGM and Seminar | 0 | | 394 | |
| Web Site | 80 | | 128 | |
| Newsletters | 660 | | 900 | |
| Logo Shirts Mugs and Pens | 0 | | 1238 | |
| Equipment | 167 | | 234 | |
| Sundry Expenses | <u>172</u> | 2027 | <u>173</u> | 5587 |
| Direct Support to Hospital: | | | | |
| Patient Support Visits | 397 | | 3401 | |
| Patient Support Materials | 5415 | | 5640 | |
| Ward Gifts | 400 | | 400 | |
| Equipment funded for the Hospital | <u>29920</u> | 36132 | <u>12041</u> | 21482 |
| Social Events: | | | | |
| Members Socials | 0 | | 40 | |
| Christmas Social | <u>100</u> | 100 | <u>956</u> | 996 |
| Fundraising: | | | | |
| Annual Raffle | 335 | | 479 | |
| Monthly Lottery Prizes | <u>1144</u> | 1479 | <u>1144</u> | 1623 |
| Total Payments | | <u>39738</u> | | <u>29688</u> |
| Net Receipts (payments) for the Year | | 106142 | | 5558 |
| Add: Balance of Funds from Previous Year. | | <u>49704</u> | | <u>44146</u> |
| Balance of Funds | | <u>155846</u> | | <u>49704</u> |

STATEMENT OF ASSETS AND LIABILITIES AS AT 31ST JANUARY 2021

| | 2020/21 | 2019/20 |
|--|---------------|--------------|
| | £ | £ |
| Cash Funds | | |
| Deposit Account at Vernon Building Society | 84439 | 30723 |
| Current Account at Yorkshire Bank | 70228 | 18858 |
| Lottery Account at Yorkshire Bank | 1135 | 804 |
| Plus Un-credited deposits | 220 | 0 |
| Less Un-presented cheques | <u>-176</u> | <u>-681</u> |
| | <u>155846</u> | <u>49704</u> |
| Other Monetary assets | | |
| Gift Aid Recoverable | 1000 | 1268 |
| Building Society Interest Due | <u>100</u> | <u>100</u> |
| | <u>1100</u> | <u>1368</u> |
| Assets retained for the charity's own use (at nominal resale value) | | |
| Photocopier | <u>50</u> | <u>100</u> |
| | <u>50</u> | <u>100</u> |
| Liabilities | | |
| Travel and Patient Counselling Expenses | 25 | 420 |
| Newsletters | <u>0</u> | <u>300</u> |
| | <u>25</u> | <u>720</u> |
| Designated Funds | | |
| Agreed Hospital Purchases | <u>0</u> | <u>30000</u> |
| | <u>0</u> | <u>30000</u> |

Date 10th March 2021

Signed Marie Holmes Marie Holmes Treasurer

Signed Martin Merriman Martin Merriman Vice Chair

On Behalf of the Executive Committee

Independent Examiner's Report to the Trustees of the Ticker Club (Charity Number 519754)

I report to the trustees on my examination of the accounts of the Ticker Club for the year ended 31st January 2021 set out on pages 9 to 10.

Responsibilities and Basis of Report

As the charity trustees of the Ticker Club you are responsible for the preparation of the accounts in accordance with the requirements of the Charities Act 2011 ('the Act').

I report in respect of my examination of the Ticker Club's accounts carried out under section 145 of the 2011 Act and in carrying out my examination I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

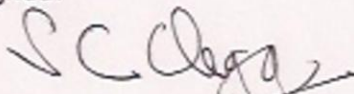
Independent Examiner's Statement

I have completed my examination. I confirm that no material matters have come to my attention in connection with the examination which gives me cause to believe that, in any material respect:

1. accounting records were not kept in accordance with section 130 of the Act; or
2. the accounts do not accord with those records.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the accounts to be reached.

Signed:



Name: S. C. Clegg FCA CPFA

9 South Drive, Timperley, Altrincham, Cheshire. WA15 6QJ

Date: 10th March 2021