Managing members: Learning, sharing and celebrating!

Thursday 28 November 2019
London

10:00 – 10:30	Registration and refreshments
10:30am	Welcome, introduction and objectives *Carly Holliday, Member Development Manager, NHS Providers*
10:35am	Membership in context Current NHS policy and the potential implications on working with FT members *Claire Helm, Senior Analysis Manager, NHS Providers*
11.15am	The membership survey - the results are in! In the summer, we sent out a survey to find out lots of practical details about how you manage your membership, let's see what you all said. *NHS Providers team*
11:45am	Over to you! This session is an open session for you to network and swap knowledge with each other. We will start with an 'open mic' session, if you have anything to share – this can be an item of good practise, or a problem you are facing which you would like to ask your peers for help - you can 'take the floor' for up to 5 minutes. This will be followed by general round table discussions where topical issues will be covered. *Email carly.holliday@nhsproviders.org if you have something you would like to share.*
12:30pm	Lunch
1:20pm	Elections – improvement through engagement Election turnout rates are often seen as an "at a glance" measure of an engaged membership – the more engaged members are more likely to vote, as well as more likely to stand for election. We will explore what we can do to make the most of our

elections, learning from good practice and the experience of ERS, who administer a large number of election processes.
Simon Clarke, Commercial and Relationship Manager, Electoral Reform Services

2:20pm — NHS Providers Membership Showcase Awards Ceremony
Highlights of the nominated projects, as well as announcing the winners and awarding the prizes!

3:20pm — Close of main meeting

3.30pm — Optional session: Supporting governor-member engagement
For those who also support governors to engage with their members, this session will explore the barriers and challenges and how we can overcome them.

4.15pm — Close