

You Said, We Did



Set out your goals and keep track of your progress

Tool Guide:

The You Said, We Did tool is a simple way for a service provider to make visible what users have asked for from their service and what the provider has done in response. This tool could be given to an individual service user to show how things have changed in response to their own needs, or put up on display at particular public locations, such as a notice board, to show to a whole group how a service is responding to their feedback and input.

Once downloaded the tool can be printed out in A4 or A3 (or bigger if possible). Write in the 'you said' section any feedback, requests or ideas users have had about a service or activity. Then store the sheet ready to use again some time later (exactly how much time will be up to the provider). After a set period of time, complete the 'we did' section with any actions taken in response to what people have said. The tool can then be used to show progress with an individual or put up on display again to show an entire group.

We think the tool is an easy and effective way to engage with people about their feelings about a service and then transparently show what has been done.

You Said, We Did is an interactive evaluation tool co-designed by the Glasgow School of Art and health care professionals who work with adults with learning difficulties across the Highlands of Scotland.

