

# Apply for new style ESA v2

## Changes to screens and questions from v1 .

### Q. Terminal illness - terminallyill

#### User Research findings:


We found users weren't put off by this question. There was a general understanding that if you had been diagnosed with a terminal illness and had a life expectancy of 6 months or less diagnosed by a doctor, then your application would be treated as a priority.

It was unclear whether the users knew they would also receive the higher rate component or be placed in the "Support Group"

Content changes were made to the question, adding "Has a doctor diagnosed you with a terminal illness?"

A better understanding of the process in which a DS1500 report is submitted lead to the content change, as being diagnosed by a doctor would be more in line with the user's situation.


### V1

 Apply for new style Employment and Support Allowance


**Do you have a terminal illness?**

☐ Yes ☐ No

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### V2

 Apply for new style Employment and Support Allowance

**Has a doctor diagnosed you with a terminal illness?**

☐ Yes ☐ No

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