

Apply for new style ESA v2

Changes to screens and questions from v1 .

Q. Terminal illness - terminally ill

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.

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

Content changes 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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