

Your PHC Wellbeing Services

Helping your employees to live life well



April 2024

At PHC, we want to help your employees to live a healthy and productive life. Our company private medical insurance plans include a range of employee health and wellbeing services designed to support your employees and their families to live life well, alongside those to help when things don't go to plan. All members have access to a dedicated online platform, Your PHC. Your PHC is the dedicated area of our website, where members can access all they need to know about their PHC cover, from membership literature, including their Membership Handbook and Directory of Hospitals, to discovering the value added health and wellbeing services available and how to access them.

1 Mental Health Assessments and Support service



If your employees are suffering from stress, anxiety, or depression and aren't sure where to turn, we provide quick access to support and treatment for mental health conditions via our clinically led, telephone-based mental health assessments and support service, without the need for a GP referral (subject to the terms and conditions and the underwriting conditions applied to the cover). For over 18s only.

How to access

Call our claims line on **0800 068 7111**

2 Health Support



Have you ever wished a friend or someone in your family was a medical expert? You'd be able to talk to them whenever you liked and they'd have time to listen, reassure and explain in words you understand.

We offer online and telephone access to a medical team to answer your employees and their family member's questions, 24 hours a day, 365 days a year.

Experts include:

Nurses, Counsellors, Midwives*, Pharmacists*

*Midwives and pharmacists are available 8am to 8pm - Monday to Friday, 8am to 4pm - Saturday, 8am to 12pm - Sunday.

How to access

Dedicated Heart and Cancer Service
Call our claims line on **0800 068 7111**

24/7 Health Support Line
Call **0800 027 1393**

Online Health Hub
Visit axahealth.co.uk/health-information

3 Counselling and Support service



Need someone to talk to when things aren't running as smoothly as you'd like?

Our Counselling and Support Service is available 24 hours a day, 365 days a year, to support your employees and their family members deal with life's ups and downs.

They can benefit from confidential live chat support from counsellors, counselling sessions, guidance on everyday matters such as financial, legal and family issues, and online portal access.

The Counselling and Support Service is available to PHC members aged 16 and over only.

Managers Support Package

Guidance for your line managers when day-to-day team management becomes challenging.

How to access

Call **0800 316 1213** and state that you are a PHC member

4 Muscles, Bones and Joints Support



Approximately 1.71 billion people worldwide have musculoskeletal conditions.¹

If your employees are tired of putting up with aches and pains, and long GP waiting times, they can get telephone or video access to expert physiotherapy service without the need to see a GP first (subject to the terms and conditions and the underwriting conditions applied to the cover).

They can benefit from hassle-free phone or video consultations in a location that suits, and reassurance in having all the follow-up support needed.

For over 18s only.

How to access

Call our claims line on **0800 068 7111**

5 Cancer Pathways



There were 288,753 new cancer diagnoses in 2020, averaging 789 a day.²

Your employees can benefit from early intervention for breast, skin, and prostate conditions. At PHC, our cancer support focusses on three key areas: prevention, early diagnosis and treatment, and support.

How to access

Call our claims line on **0800 068 7111**

24/7 Health Support Line

Call **0800 027 1393**

Health Centres

Visit axahealth.co.uk/health

6 AXA Doctor at Hand



Struggling to access a GP or Advanced Nurse Practitioner (ANP) at a time that suits?

AXA Doctor at Hand allows your employees and their family members access to an online GP service from the comfort of their own home.

How to access

Visit axahealth.co.uk/onlinegpservice/register to get started.

7 Fitness Offers



Are your employees finding it difficult to commit to the gym? Do they struggle with finding time to work out?

Everyone's route to better health and fitness is different.

Members and their partners or spouses will receive a 40% discount on a variety of health and wellbeing facilities such as spas, gyms, and more, via Huddle and Nuffield Health. Terms and conditions apply.

How to access

Visit thephc.co.uk/gym-discount

8 Second Opinion Service



Unsure of your diagnosis or treatment options as discussed with your consultant?

Our service is designed to make sure your employees and their family members are confident with their specialist's recommendations, and offers reassurance and peace of mind when needed the most.

How to access

Call our claims line on **0800 068 7111**

9 Specialist Appointment Booking service



Worried about which specialist to see and when?

Our service directs your employees and their family members to the right specialist at a convenient time and place.

How to access

Call our claims line on **0800 068 7111**

10 Health Assessments



Notice your health slipping down on your list of priorities, making it difficult to find your route to wellbeing?

Our assessments make it easy for your employees and their family members to see where to focus efforts, and how even small steps can add up to great strides, making it easier to keep going and aim further.

Your employees are entitled to a 25% discount on a range of Nuffield Health and Circle Health Group Health Assessments (terms and conditions apply).

How to access

Nuffield Health

Call **0345 230 2040**. Quote '10510' to obtain the discount

Circle Health

Call **0800 004 600**. Quote 'T57' to get the discount or visit circlehealthgroup.co.uk/healthfirst/health-assessments

12 Long COVID Care



Experiencing long-term problems after having COVID-19?

Your employees can access our team of multi-disciplinary experts in long COVID.

How to access

Call our claims line on **0800 068 7111**

Subject to plan cover and if referred by a GP or specialist.

1 World Health Organisation - Musculoskeletal health

2 House of Commons Library - Cancer statistics for England