

# PHC

## Wellbeing services from PHC

Helping you to live life well



At PHC we want to help you to have a healthy and productive life so our company private medical insurance plans include a range of health and wellbeing services designed to support you and your family to live life well, alongside those to help when things don't go to plan.

---

## Your PHC

You have access to a dedicated online platform, Your PHC. Your PHC is the focal point where you can access all you need to know about your PHC cover, from membership literature, including your Membership Handbook and Directory of Hospitals, as well as discovering the value added health and wellbeing services available and how to access them.

---

## Health Support

### Health at Hand

Our medical team is available 24 hours, 365 days a year\* to support you and your family to discuss health issues that may be worrying you or seek information or clarification on medication or treatment.

The experts include:

- Nurses
- Counsellors
- Midwives
- Pharmacists

\*Midwives and pharmacists available: 8am to 8pm – Monday to Friday, 8am to 4pm – Saturday, 8am to 12pm – Sunday.

### Health Centres

Our online Health Centres bring together the latest information from our own experts, specialist organisations and NHS resources. You can also put your own questions to our panel of experts at our regular live online discussions. An extensive panel of experts include, but not limited to, doctors, psychologists, physiotherapists and dieticians.

### Dedicated nurses

The stress and worry of being diagnosed with a serious illness can put extreme pressure on you and your family. More often than not the diagnosis throws up lots of questions and it can feel like there is no one there to give the answers that are desperately needed.

If you are diagnosed with cancer or a heart condition, we will put you in touch with your own dedicated nurse.

They will provide support to you and your family, from diagnosis and throughout the illness and treatment.

This service is available 24 hours a day providing support, guidance and an ear to listen to, if that is what you need.

---

## Working Body

As a PHC member with private healthcare cover, you don't need to put up with aches and pains. We'll provide direct telephone access to qualified physiotherapists and services without the need to see a GP first (subject to the terms and conditions and the underwriting conditions applied to the cover). We'll assess your condition and provide expert guidance on next steps, to get you back to health in a timely manner. Support doesn't end here. We'll support you during recovery, with advice on preventing conditions returning and managing them if they do flare-up again. For over 18's only.

---

## Gym Offer

Members, partners and spouses will receive a 40% discount on a variety of health and wellbeing facilities such as spas, gyms and more, via Hussle and Nuffield Health. Terms and conditions apply, please visit [thephc.co.uk/phc-member-area/gym-discount/](http://thephc.co.uk/phc-member-area/gym-discount/)

---

## Health assessments

Many of us let our own health slip down our list of priorities. Perhaps we're too busy working hard and looking after our families. Perhaps we've preferred to ignore the warning signs, or promised ourselves we'll do better next year. Perhaps we're simply unaware.

Whatever the reason, it can be difficult to find your route to wellbeing. Our assessments make it easy for you to see where to focus your efforts, and how even small steps can add up to great strides, making it easier to keep going and aim further.

To book with Nuffield Health, please their central bookings team on 03452 302040. You will need to quote the client account number '10519' to obtain the discounted rate. Full payment is required at the time of booking. To find the nearest Nuffield Health Centre please visit [nuffieldhealth.com/health-assessments](http://nuffieldhealth.com/health-assessments).

For Circle Health Group Health Assessments, please visit [circlehealthgroup.co.uk/healthfirst/health-assessments](http://circlehealthgroup.co.uk/healthfirst/health-assessments) or call 0800 004 600 quoting T57 to receive your discount. As part of your healthcare cover, you are entitled to a 25% discount on a range of Nuffield Health Health or Circle Health Group Assessments. (Terms and conditions apply).

---

## Stronger Minds

Mental illness can quickly impact almost every part of our working and personal lives, so having somewhere to turn if you are suffering from a mental health issue can give peace of mind to know you're not struggling alone.

For more serious mental health concerns we offer a simple, fast telephone based journey to mental health treatment and support, without the need to see a GP (subject to the terms and conditions and the underwriting conditions applied to the cover). As soon as you begin to experience a mental health issue you only need to make one call to start receiving the help and support you need. For over 18's only.

---

## AXA Doctor at Hand

AXA Doctor at Hand powered by Doctor Care Anywhere (DCA), gives you access to 24/7 phone or video calls anywhere in the world, with a GP who is experienced in video consultations. The appointments are 20-minutes as standard and once your consultation is complete, you will be able to receive your prescription directly into your DCA account (subject to appointment availability and fair use). Terms and conditions apply.

---

## Fast Track Appointments

Being referred to see a specialist can be a stressful time in a person's life and waiting to find out who you'll see and when can amass to additional worrying. So, to help access the treatment members deserve quickly and with minimal hassle, we have our own specialist appointment booking service. Once you receive a referral from your GP, you can call us and, if your claim is eligible, we'll help you by sourcing a suitable and recognised specialist.

---

## Counselling and Support Service

### including Employee Assistance Programme

Sometimes daily life can seem full of challenges, but talking through a problem can often help to reduce its impact.

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

Guidance and support could include self-help, online counselling, telephone counselling or face-to-face counselling.

In addition to counselling support, the service can also provide expert guidance on everyday matters such as legal and financial concerns, relationship issues and consumer rights.

The service is supported by an online portal containing a wealth of information, guidance and tools. The Counselling and Support service is available to PHC members aged 16 and over only.

---

## Second Opinion Service

Our Second Opinion Service is designed to make sure you are completely confident with your specialist's recommendations. The service is available on appointments that would be covered by the plan and we'll pay for all eligible related costs involved such as the first appointment with the new specialist and any new tests.

---

## Cancer Pathways

Cancer doesn't just affect people physically. It often has an impact on our mental health too, and can affect our work, finances, family and relationships. That's why our cancer services don't just give access to treat the illness: we offer care for the whole person, their family, friends and colleagues. This includes dedicated pathways for early intervention for breast, skin, and prostate conditions. Cancer pathways offer direct access to diagnostics without the need for a GP referral where members have concerns about symptoms or changes to their skin or breasts, or have received a raised PSA result (prostate specific antigen). Available for members aged 18 and over only.

---

## Long COVID care

We've worked with leading experts who've been at the forefront of the pandemic to develop specific, dedicated support – including fast access to specialist help or to a comprehensive rehabilitation programme to support our members. Whether you have an underlying condition that's been made worse or need treatment and rehabilitation, we'll make sure you're speaking to the people who can help – quickly and easily. All you need is a referral – for example from a GP or a specialist – and we'll get everything moving.

---

**To find out more about these services please refer to Your PHC.**

---



The Permanent Health Company Limited, 32 Church Street, Rickmansworth, Hertfordshire, WD3 1DJ. Registered office: 5 Old Broad Street, London EC2N 1AD, United Kingdom. Registered in England No. 2933772. This policy is underwritten by AXA PPP healthcare Limited. Registered in England No. 3148119. Registered office: 5 Old Broad Street, London EC2N 1AD, United Kingdom. AXA PPP healthcare is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. PHC is authorised and regulated by the Financial Conduct Authority (FCA). Our firm reference number is 310293.