

# PHC

## Wellbeing services from PHC

Your employees are your most important asset, so ensuring they are healthy and well is very much in your best interests.



At PHC, we want to help you to have a healthy and productive workforce. 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 well, alongside those to help when things don't go to plan.

---

## Your PHC

All members have access to a dedicated online platform, Your PHC. Your PHC is the focal point where members can access all they need to know about their PHC cover, from membership literature, including their 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 employees and their families to discuss health issues that may be worrying them 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. Employees can also put their 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 your employees. More often than not the diagnosis throws up lots of questions and it can feel like there is no one there to give them the answers they desperately need.

If a member of your PHC private medical insurance scheme is diagnosed with cancer or a heart condition, we will put them in touch with their own dedicated nurse. To speak to our dedicated cancer and heart nurses, you just need to call the claims line 9am – 5pm Monday to Friday. Outside of these hours our experienced nurses provide round the clock support by phone.

They will provide support to your employee and their family, from diagnosis and throughout their illness and treatment.

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

---

## Second Opinion Service

Our Second Opinion Service is designed to make sure members are completely confident with their 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.

---

## 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/)

---

## 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 they have an underlying condition that's been made worse or need treatment and rehabilitation, we'll make sure they're speaking to the people who can help – quickly and easily. All they need is a referral – for example from a GP or a specialist – and we'll get everything moving.

---

## 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 your employees and their family members 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.

### Managers support package

In addition to the employee Counselling and Support Service, your managers also have access to services to help them manage their teams more effectively and assist with improving employee performance and engagement.

Employees faced with personal or work-related problems or changes can often feel unsettled, particularly if they are not sure how to set about resolving their issues. This can result in reduced performance in the workplace, changes in behaviour that may affect colleagues, or simply personal distraction.

Our counsellors will work with your managers to help manage their concerned employee more effectively, with a view to improving the employee's performance, through structured and positive support.

---

## 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 your employees to see where to focus their efforts, and how even small steps can add up to great strides, making it easier to keep going and aim further. What's more, you'll enjoy the cumulative effect of a healthier, happier, more motivated workforce. Your employees are entitled to a 25% discount on a range of Nuffield Health and Circle Health Group Health 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 members are suffering from a mental health issue can give peace of mind to know that they aren't 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 a member begins to experience a mental health issue, they only need to make one call to start receiving the help and support they need. For over 18's only.

---

## Working Body

As a PHC member with private healthcare cover, your employees 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 their condition and provide expert guidance on next steps, to get them back to work in a timely manner. Support doesn't end here. We'll support your employees during recovery, with advice on preventing conditions returning and managing them if they do flare-up again. For over 18's only.

---

## 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.

---

## Specialist Appointment Booking Service

Being referred to see a specialist can be a stressful time in a person's life and waiting to find out who they'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 members receive a referral from their GP, they can call us and, if their claim is eligible, we'll help them by sourcing a suitable and recognised specialist.

---

## AXA Doctor at Hand

AXA Doctor at Hand powered by Doctor Care Anywhere (DCA), gives staff access to 24/7 phone or video calls anywhere in the world, with a GP or Advanced Nurse Practitioner (ANP), who is experienced in video consultations. The appointments are 20-minutes as standard and once their consultation is complete, members will be able to receive their prescription directly into their DCA account (subject to appointment availability and fair use). Terms and conditions apply. The service cannot help in an emergency. You should call an NHS ambulance or go to an NHS A&E department.

---

**To find out more about these services please contact your intermediary or visit 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.