

# Your PHC Wellbeing Services

Helping your employees to live life well



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.

#### Children and young people mental health support service

We know it's difficult to know where to turn when your employee's child or teen is going through a tough time with their mental health.

Our service helps them get fast access to the right mental health support, first time.

Initial clinical consultations are available Monday to Friday, 8am to 8pm.

To access this service they will need a GP referral and benefit for mental health treatment included in their plan.

This service is available to PHC members who have children aged 5 to 17 years only.

##### How to access

Once they have a GP referral, call our claims line on **0800 068 7111**.

#### 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 their cover).

This service is available to PHC members aged 18 and over only.

##### How to access

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



#### Health support

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**

#### Counselling and support service

Our 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.

This 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, or visit [axabesupported.co.uk](http://axabesupported.co.uk)

#### Muscles, bones, and joints support service

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 our expert physiotherapy service without the need to see a GP first (subject to the terms and conditions and the underwriting conditions applied to their 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.

This service is available to PHC members aged 18 and over only.

##### How to access

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

#### Cancer pathways

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](http://axahealth.co.uk/health)



#### AXA Doctor at Hand

Are your employees struggling to see a GP or Advanced Nurse Practitioner (ANP) at a time that suits them?

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](http://axahealth.co.uk/onlinegpservice/register) to get started.



### Second opinion service

Is your employee unsure of a diagnosis or treatment options as discussed with their consultant?

Our Second Opinion 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**



### Specialist appointment booking service

Is your employee worried about which specialist to see and when?

Our Specialist Appointment Booking 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**



### Health assessments

Our health 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**

### 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**



### 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 they have been referred by a GP or specialist.



### Digestive health support service

Your employees can get their digestive health worries checked out online via a phone or video assessment, by a specialist from the comfort and privacy of their home.

They will need a GP referral.

This service is available to PHC members aged 18 and over only, and is subject to the underwriting conditions and the terms and conditions applied to their cover.

#### How to access

Once they have a GP referral, call our claims line on **0800 068 7111**.



To learn more about our services, visit [thephc.co.uk/phc-member-area/](https://thephc.co.uk/phc-member-area/)