



# Digestive health service

Get your digestive health worries checked out quickly by a specialist

**Approximately 85% of UK adults have experienced gut health issues in the past six months, with 45% describing them as chronic.<sup>1</sup>**

With PHC's Digestive health service, we can help you get fast access to online support and connect you with HBSUK's network of clinical specialists. The service can help you with problems to do with the digestive tract - from the food pipe, to the stomach and bowels.

As part of your healthcare cover, we offer an enhanced route to care for digestive health problems. You can take control of how, when and with who you access advice. A simple to use, clinically designed online assessment directs you to the right clinician and the online portal, available 24/7, enables you to book your own appointments with a suitable practitioner at a time that's convenient for you. It also holds your medical notes and any imaging you've had during follow-up appointments, and you can download your medical notes and referrals for your records.

Following a GP referral to a gastroenterologist, or general surgeon for digestive health symptoms, you will have the option to complete an online assessment via the HBSUK platform.

## Who is HBSUK?

This service is delivered by HBSUK, a specialist led online service that is part of the AXA Group, so you'll see these names when you use the service. Please only book your appointment from your own HBSUK account. If you book on behalf of someone else, the specialist won't have the right details.

## Right care at the right time

Through this enhancement to your current benefits, we're able to offer you choice as well as support you with your treatment - delivering greater value whilst giving you access to the care that's right for you, at a time that's convenient too.

**Access to the service is available to members aged 18 and over. Using the service will count as a consultation, and affect any out-patient limit, specialist consultation limit, or any contribution you normally make towards treatment each year. We can check your plan and let you know what is or isn't covered.**

<sup>1</sup> Precision Biotics [accessed 2026]

## Expert assessment from a specialist consultant

You can choose to get your digestive health symptoms assessed online by a consultant gastroenterologist, following a GP referral.

Once you've been set up on HBSUK's online platform, you'll complete an online clinical assessment. A specialist consultant will then aim to review the details and offer their guidance within three working days. They will be able to let you know if any further steps are needed, such as a consultation or any tests, or provide reassurance that no further action is required.

### How to access:

Call the PHC claims line on **0800 068 7111** or email **claims@thephc.co.uk**.

They'll check you're covered and provide you with a link to the service where you can be assessed, make appointments and get the treatment you need. You'll need your PHC membership number (available on your Certificate of Cover) to access the system.

## Appointments from the convenience of home

If a conversation with a HBSUK specialist is required, you can talk to them by phone or video call from the privacy of your home, at a time that suits you best.

Fast, convenient access to further tests and support:

- If you need a diagnostic stool test (FIT) or blood test, the tests can be sent to your home.
- If you need a camera test, such as a colonoscopy, or if you need an online consultation or a face-to-face appointment, you'll be able to book these.

## Your journey

1. **Speak to a GP.** If you've got digestive health worries that won't go away, the first step is to speak to a GP. If they refer you to a consultant gastroenterologist, you can get started. Contact us and you will be provided with an option to use the online Digestive health service.
2. **Set up or log in to your HBSUK online account.** If you're setting up a new account you'll need your email address and membership number, which you can find on your membership documents.
3. **Complete your assessment.** Answer some questions to help the gastroenterologist understand your symptoms. You may have already provided some of these details to us, but this step is important to help HBSUK give you the best care and support.
4. **Get support, fast.** The consultant gastroenterologist will review your online assessment and send a personalised report within three working days. If you'd like to discuss the findings, you can have a phone or video call afterwards. If you need further tests or treatment, you'll get advice on what to do next.



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