



***CLINICAL  
PSYCHOLOGICAL  
SERVICE***

**臨床心理服務**

**CFSC**



# Clinical Psychological Service

## 臨床心理服務

### 服務綜述

本會臨床心理服務部，為有需要之個別人士及家庭提供心理評估及治療，亦為社工們提供諮詢服務，並藉由公眾教育及內部員工的訓練來推廣心理意識及健康。

本年度，臨床心理服務部一共處理 45 宗新個案。其中，56% 的服務使用者為男性，44% 為女性。從年齡而言，使用比例最高者為 10 至 19 歲 (42%)，其次為 20 至 29 歲 (16%) 與 40 至 49 歲 (16%)。整體服務使用者的年齡是從 3 歲至 55 歲。

就服務使用者的職業而言，學生佔 53%，在職人士佔 27%，失業者佔 13%，家庭主婦佔 7%。就服務使用者的教育程度而言，25 位 (56%) 具有中一至中五的教育水平，4 位 (9%) 擁有中六至中七水平或持有文憑，11 位 (24%) 只接受過小學或幼稚園教育，4 位 (9%) 具有大學學位。

臨床心理學家繼續為社工提供每週一次的諮詢服務。這些社工來自本會的綜合家庭服務中心 (活力家庭坊) 和學校社會工作部，以及其他非政府機構。本年度一共研討了 46 宗新個案，其中有 45 宗乃被轉介來接受臨床心理服務者。此外，本部亦接到 37 位社區人士對於臨床心理服務的查詢。

服務使用者的平均等候時間 (從接到書面轉介到第一次約見) 為 7 曆天，所謂「曆天」包括星期六、星期日和公眾假日。96% 的服務使用者在 3 星期內獲得第一次約見，89% 在 2 星期內，7% 在 2 至 3 星期內。與其他需要漫長等候排期的公共臨床心理服務相比，十多年來，本部較短的等候時間，反映出我們付出更多的努力，為服務使用者額外提供及時和迅速的服務。

### Service Overview

The Agency's Clinical Psychological Service provides psychological assessments and treatments to individuals and their families, and consultation services for social workers. The Unit also aims to promote psychological awareness and health through public education and staff development for Agency staff.

During the year, the Clinical Psychological Service served 45 new cases. Of the 45 new cases, 56% were male and 44% were female service users. In terms of age, the highest number of service users was 10 to 19 years old (42%). The next two age ranges were aged 20 - 29 (16%), and aged 40 - 49 (16%). The ages of service users ranged from 3 to 55 years old.

In terms of occupation, 53% were students, 27% were employed, 13% were unemployed, and 7% were housewives. In terms of educational achievements, 25 persons (56%) of service users had Form 1 to Form 5 educational level, 4 persons (9%) had Form 6 to Form 7, or diploma, 11 (24%) had a primary school or kindergarten education, 4 (9%) had a university degree.

The Clinical Psychologist continued to provide regular weekly consultation service to social workers. These social workers included those from our Agency's Integrated Family Service Centre (Family Energizer) and School Social Work Unit, and also from other NGOs. 46 new cases were discussed last year. Of the 46 new cases, 45 were referred for clinical psychological service. Furthermore, the Unit received 37 inquiries from people in the community asking for information about the Clinical Psychological Service.

Service users' average waiting time (from receiving of written referrals to the first appointment) was 7 calendar days. Calendar days included Saturdays, Sundays and Public Holidays. 96% of service users received their first appointment within 3 weeks, 89% under 2 weeks, 7% between 2-3 weeks. Compared to other Clinical Psychological Services in the public sectors with long waiting time, our short waiting time for over a decade reflected our commitment to go the extra mile to provide timely and prompt services to service users.

我們在 2011 年 1 至 3 月做了一次服務使用者的滿意度調查。92% 的服務使用者表示他們的情況有所「改善」(包括 16% 表示「少部份改善」, 32%「大部份改善」, 44%「完全改善」)。100% 的服務使用者對我們的服務表示「滿意」(包括 8% 表示「少部份滿意」, 48% 表示「大致滿意」, 44% 表示「完全滿意」)。

臨床心理學家為本會各服務和行政單位的全體員工舉行了一次專題講座, 題目是「睡眠與心理健康」。參加者包括各單位的社工、護士、電腦技術員、會計及文職同事。舉辦此次講座乃鑑於現代社會對睡眠的重要性缺乏關注, 很多人的睡眠時間少於下列的正常標準 — 兒童 10 小時、青少年 9.5 小時、成年人 8 小時。因此, 許多人有「睡眠債」。

Service users' satisfaction survey was conducted from January to March 2011. 92% of users indicated that their problems have "improved" (including 16% who indicated "partially", 32% "mostly" and 44% "totally" improved). 100% of users indicated that they were "satisfied" with the service (including 8% indicating "partially", 48% "mostly", and 44% "totally" satisfied).

The Clinical Psychologist conducted a staff development workshop opened to all Agency staff on the topic of "Sleep and Mental Health". Attendants included social workers, nurses, computer technicians, and clerical workers from various service and administrative units. This workshop was conducted in response to our modern culture of decreasing attention to the importance of sleep. Many people sleep less than the normal 10 hours for children, 9.5 hours for adolescents, and 8 hours for adults. As a consequence, many suffered from consequences of sleep deficit / debt (or are sleep deprived).



「睡眠與精神健康講座」於 2011 年 3 月 1 日舉行, 由臨床心理學家張大江博士主講。  
Talk on "Sleep and Mental Health" by our Clinical Psychologist, Dr. Stephen Jang Ta-chiang.

睡眠是很重要的, 因為它可以防止生理和心理疾病。它能增強身體對疾病的免疫力, 促使人們專心學習或工作, 使人們在白天所學到的資料鞏固成長遠的記憶, 調節我們的情緒, 防止抑鬱症。生長荷爾蒙的分泌主要亦是在睡眠中分泌最多。

Sleep is important because it prevents physical and mental illness. It boosts physical immunity to disease, fosters concentration to one's study or work, allows information learned in the day time to consolidate into our long-term memory, regulates our mood and prevents depression. Growth hormones were secreted mostly during sleep.

我們建議用簡稱「T.R.E.E.E.」來幫助睡眠的改善。它是：

- 「T」(Time 時間 — 按時睡覺和起床, 包括週末)
- 「R」(Routine 規律 — 睡前有規律的鬆弛, 如祈禱、音樂、輕柔舒展、溫水浴)
- 「E」(Environment 環境 — 黑暗的睡房, 臥室只用來睡覺 — 沒有電視, 沒有工作物件)
- 「E」(Eat 吃 — 喝杯牛奶, 但睡覺前應避免喝咖啡或茶), 和
- 「E」(Exercise 運動 — 離開睡前至少兩個小時)。

Suggestions for better sleep using the acronym 「T.R.E.E.E.」 included,-

- “Time” (going to bed and waking up at specific time, even during weekends),
- “Routine” (relaxing routine before bed time, such as prayer, music, gentle stretching, warm bath),
- “Environment” (having a dark room, using the bedroom only for sleeping – no TV, no work materials),
- “Eat” (drinking milk, but avoiding coffee or tea close to bed time), and
- “Exercise” (at least two hours before bed time).

## 2010-2011 服務統計 (截至 2011 年 3 月 31 日) Service Statistics (as at March 31, 2011)

問題性質 Nature of Problems	個案數目 No. of Cases	百分比 Percentage
情緒失調 Mood Disorders	11	24.4%
兒童或青少年期之失調 Disorders of Childhood and Adolescence	10	22.2%
智能問題 Intellectual Problem	6	13.3%
適應失調 Adjustment Disorders	3	6.7%
親子關係問題 Parent-child Relational Problem	3	6.7%
焦慮失調 Anxiety Disorders	2	4.4%
精神分裂和妄想症 Schizophrenia and Delusional Disorders	2	4.4%
喪親之痛 Bereavement	1	2.2%
衝動控制失調 Impulse Control Disorders	1	2.2%
職業問題 Occupational Problem	1	2.2%
夫婦關係問題 Partner Relational Problem	1	2.2%
性格失調 Personality Disorders	1	2.2%
性和性別認同失調 Sexual and Gender Identity Disorders	1	2.2%
其他問題 Other Problems	1	2.2%
沒有病症 No Diagnosis	1	2.2%

個案總數 (截至 2011 年 3 月 31 日)

**45**

Total number of cases as at March 31, 2011

諮詢服務次數 (截至 2011 年 3 月 31 日)

**46**

Total number of consultations as at March 31, 2011

