



臨床心理服務

CLINICAL  
PSYCHOLOGICAL  
SERVICE



## 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 41 宗新個案和 4 宗重開個案。在這 45 宗個案中，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 (44%)，其次為 20 至 29 歲 (13%) 與 40 至 49 歲 (16%)。整體服務使用者的年齡是從 5 歲至 65 歲。

就服務使用者的職業而言，學生佔 58%，在職人士佔 27%，失業者佔 11%，家庭主婦佔 4%。就服務使用者的教育程度而言，17 位 (37%) 具有中一至中五的教育水平，6 位 (13%) 擁有中六至中七水平或持有文憑，12 位 (27%) 只接受過小學教育，3 位 (7%) 沒有受過教育，7 位 (16%) 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。此外，本部接到 68 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 6.58 曆天，所謂「曆天」包括星期六、星期日、和公眾假日。93% 的服務使用者在 3 星期內獲得第一次約見，87% 在 2 星期內，6% 在 2 至 3 星期內。

我們在 2012 年 1 至 3 月做了一次服務使用者的滿意度調查。93% 的服務使用者表示他們的情況有所「改善」(包括 3% 表示「少部分改善」，36% 「大部分改善」，54% 「完全改善」)。93% 的服務使用者對我們的服務表示「滿意」(包括 36% 表示「大部分滿意」，57% 表示「完全滿意」)。

## 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 41 new cases and 4 re-opened cases. Of the 45 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 (44%). The next two age ranges were aged 20 - 29 (13%), and aged 40 - 49 (16%). The ages of service users ranged from 5 to 65 years old.

In terms of occupation, 58% were students, 27% were employed, 11% were unemployed, and 4% were housewives. In terms of educational achievements, 17 (37%) service users had Form 1 to Form 5 educational level, 6 persons (13%) had F.6 to F.7 or diploma, 12 (27%) only had a primary school education, 3 (7%) had no education, 7 (16%) 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. Furthermore, the Unit received 68 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 6.58 calendar days. Calendar days included Saturdays, Sundays and Public Holidays. 93% of service users received their first appointment within 3 weeks, 87% under 2 weeks, 6% between 2-3 weeks.

Service users' satisfaction survey was conducted from January to March 2012. 93% of users indicated that their problems have "improved" (including 3% who indicated "partially", 36% "mostly" and 54% "totally" improved). 93% of users indicated that they were "satisfied" with the service (including 36% who indicated "mostly," and 57% "totally" satisfied).



## 臨床心理服務 CLINICAL PSYCHOLOGICAL SERVICE

本會的臨床心理學家為 50 名男性和 38 名兒童及成人混合組進行了一次以「睡眠與精神安寧」為題的公眾教育專題工作坊。此外，應本會綜合家庭服務中心（活力家庭坊）的家長們請求，舉行了一次「對學習障礙兒童教育」的研討會。有學習障礙的兒童們的智力是正常的，但因有多動症或注意力集中的問題，在閱讀、書寫或數學上產生了一些學習困難。我們建議家長們須為兒童們提供一個安靜、免於分心的學習環境。兒童們亦需有一個固定的學習時間和地方，並須要教他們使用不同的感官來學習（如繪畫、觸摸、唱歌）。我們為家長們介紹了「SQ3R 法」（Survey 綜覽、Question 提問、Read 閱讀、Recite 背誦、Review 複習），本法乃美國俄亥俄州立大學心理學教授 FP 羅賓遜在 1946 年著《有效學習》一書中所設計。

在許多被轉介來進行智力評估的服務使用者當中，8 人（18%）被診斷為弱智。與前一年相比，臨床心理學家發現今年的自閉症或亞斯伯格症患者較多，他們無論是言語或非言語，在與人交往時表現異常，想像力有某種障礙和重複，而且興趣和活動刻板。這種毛病通常在 3 歲之前發作，患病率為每 1,000 人中有 2 個，男孩比女孩多 4 至 5 倍。而約 75% 的自閉症兒童為弱智兒童。

社會福利署（社署）在 2000 年開始設立了服務表現監察制度。本單位在 2011 年 4 月 7 日被社署評估探訪後得此評語：「扼要而言，上述單位符合所屬『津貼及服務協議』內的『基本服務規定』及在被評估的『服務質素標準』準則項目，符合既定要求。」整體意見：「參與評估面談的服務使用者對整體服務提供表示非常滿意。他們最欣賞服務單位能因應他們的需要迅速地安排他們接受服務及調節提供服務的時間，而且單位的服務能有效地疏導他們的情緒及協助解決個人心理問題。」

The Clinical Psychologist conducted a public education workshop on the topic of “Sleep, Sanity and Serenity” to 50 men and 38 mixed group of children & adults. Another workshop on “Teaching Children with Learning Disorder” was conducted for parents of our Agency's Integrated Family Service (Family Energizer) by request. Children with learning disorders have normal intelligence, but have learning difficulties due to problems with hyperactivity or attention, or have specific learning difficulties in reading, writing or mathematics. Their parents were taught to provide a study environment that is quiet and with little distractions. They are to have a regular time and place for study. They are taught to use different senses to learn, such as drawing, touching and singing. The “SQ3R” method (Survey, Question, Read, Recite, Review) was explained to parents. This method was developed by F.P. Robinson, a professor of psychology at the Ohio State University, and written in his book “Effective Study” in 1946.

A large number of service users were referred for intellectual assessments. 8 (18%) were diagnosed with mental retardation. Compared to previous years, this year the Clinical Psychologist saw a comparatively higher number of Autistic or Asperger's Disorder. They suffered from qualitative abnormalities in social interaction, qualitative impairments in verbal and non-verbal interaction and imaginative activity, and markedly restricted repetitive and stereotyped patterns of interests and activities. Onset of the disorder is usually before 3 years of age. Prevalence was 2 per 1,000. Boys are affected 4-5 times more than girls. Approximately 75% of children with Autistic Disorder functioned at the mentally retarded range.

Social Welfare Department (SWD) established the Service Performance Monitoring System (SPMS) in 2000. The Unit was visited and examined by SWD on 7<sup>th</sup> April, 2011, and fulfilled the service requirements of the “Funding Service Agreements” (FSA) and assessed “Service Quality Standards”. Overall feedbacks “Service users who participated in the interviews expressed very satisfied with the service. They most appreciated the Unit's ability to respond rapidly to their needs in terms of provision of services and time arrangements. The Unit's services effectively relieved their emotional distress and assisted them in solving their psychological difficulties.”



## 2011-2012 服務統計 (截至 2012 年 3 月 31 日) SERVICE STATISTICS (AS AT 31<sup>ST</sup> MARCH, 2012)

問題性質 NATURE OF PROBLEMS	個案數目 No. of Cases	百分比 Percentage
A. 智能問題 Intellectual Problem	8	18%
B. 焦慮失調 Anxiety Disorders	4	9%
C. 自閉症 / 亞斯伯格症 Autistic / Asperger's Disorder	4	9%
D. 情緒失調 Mood Disorders	4	9%
E. 其他人際關係問題 Other Relational Problem	4	9%
F. 親子關係問題 Parent-child Relational Problem	4	9%
G. 兒童或青少年期之失調 Disorders of Childhood and Adolescence	3	7%
H. 精神分裂和妄想症 Schizophrenia and Delusional Disorders	3	7%
I. 學業問題 Academic Problem	2	4%
J. 適應失調 Adjustment Disorders	2	4%
K. 沒有病症 No Diagnosis	2	4%
L. 喪親之痛 Bereavement	1	2.2%
M. 飲食失調 Eating Disorder	1	2.2%
N. 職業問題 Occupational Problem	1	2.2%
O. 疼痛失調 Pain Disorder	1	2.2%
P. 夫婦關係問題 Partner Relational Problem	1	2.2%

個案總數 (截至 2012 年 3 月 31 日) Total number of cases as at 31<sup>st</sup> March, 2012 : **45**

諮詢服務次數 (截至 2012 年 3 月 31 日) Total number of consultations as at 31<sup>st</sup> March, 2012 : **49**

