



臨床心理服務

Clinical Psychological Service

服務方向

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。

Service Orientation

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's staff.

CFSC

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，44% 的服務使用者為男性，56% 為女性。從年齡而言，使用比例最高者為 20 至 29 歲 (24%)，其次為 10 至 19 歲 (22%)。整體服務使用者的年齡是從 5 歲至 61 歲。

就服務使用者的職業而言，學生佔 29%，在職人士佔 31%，失業者佔 24%，家庭主婦佔 16%。就服務使用者的教育程度而言，27 位 (60%) 具有一至中五的教育水平，7 位 (16%) 只接受過小學教育，2 位 (4%) 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活力家庭坊（綜合家庭服務）和學校社會工作部，以及其他非政府機構。今年臨床心理學家為社工提供了 56 節諮詢服務。此外，本部接到 104 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 3.4 曆天。所謂「曆天」包括星期六、星期日和公眾假日。98% 的服務使用者在 3 星期內獲得第一次約見，96% 在 2 星期內，2% 在 2 至 3 星期內。

我們在 2014 年 1 至 3 月做了一次服務使用者的滿意度調查。97% 的服務使用者表示他們的情況有所「改善」（包括 26% 表示「少部分改善」，45% 「大部分改善」，26% 「完全改善」）。100% 的服務使用者對我們的服務表示「滿意」（包括 58% 表示「大部分滿意」，39% 表示「完全滿意」）。

During the year, the Clinical Psychological Service served 41 new cases and 4 re-opened cases. Of the 45 cases, 44% were male and 56% were female service users. In terms of age, the highest number of service users was 20 to 29 years old (24%). The next age range was aged 10 to 19 years old (22%). The ages of service users ranged from 5 to 61 years old.

In terms of occupation, 29% were students, 31% were employed, 24% were unemployed, and 16% were housewives. In terms of educational achievements, 27 (60%) service users had Form 1 to Form 5 educational level, 7 (16%) only had a primary school education, 2 (4%) 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 Family Energizer (Integrated Family Service) and School Social Work Unit, and also from other NGOs. This year, the Clinical Psychologist provided 56 consultation sessions to social workers. Furthermore, the Unit received 104 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 3.4 calendar days. Calendar days included Saturdays, Sundays and Public Holidays. 98% of service users received their first appointment within 3 weeks, 96% under 2 weeks, 2% between 2-3 weeks.

Service users' satisfaction survey was conducted from January to March 2014. 97% of users indicated that their problems have 'improved' (including 26% who indicated 'partially', 45% 'mostly' and 26% 'totally' improved). 100% of users indicated that they were 'satisfied' with the service (including 58% who indicated 'mostly', and 39% 'totally' satisfied).

今年再次於 2013 年 5 月 3 日，應本會活力家庭坊（綜合家庭服務）的家長們請求，舉行了一次「對有潛在學習困難的兒童教育」的研討會。19 位幼稚園及小學一年級兒童的家長參加了此次研討會，學習使用定期複習來針對正常的遺忘曲線。最有效的複習時間是在學習後的 24 小時內或第二天，然後在一週後再複習一遍。這樣，學生將會記憶得較多的資訊和較持久，而全部複習所花費的時間實際上少於學生在考試前才開始溫習。

Once again this year, on 3rd May, 2013, another workshop on 'Teaching Children with Potential Learning Difficulties' was conducted for parents of our Family Energizer (Integrated Family Service) by request. 19 parents of Kindergarten and Primary 1 children attended the workshop. They were taught how to counter our normal forgetting curve by using a regular schedule of reviews. The most effective time to review is immediately after learning the information, preferably within 24 hours, or the next day. Then review one week later. The students will retain more information and remember for longer period of time, and the total time spent on reviews is actually less than students who review just before an exam.

2013-2014 服務統計（截至 2014 年 3 月 31 日） Service Statistics (as at 31st March, 2014)

問題性質 Nature of Problems	個案數目 No. of Cases	百分比 Percentage
智能問題 Intellectual Problem	10	22.2
適應失調 Adjustment Disorders	8	17.8
焦慮失調 Anxiety Disorders	5	11.1
情緒失調 Mood Disorders	5	11.1
親子關係問題 Parent-child Relational Problem	4	8.9
兒童或青少年期之失調 Disorders of Childhood and Adolescence	2	4.4
夫婦關係問題 Partner Relational Problem	2	4.4
虐待或疏忽兒童 Abuse or Neglect of Child	1	2.2
虐待成人 Abuse of Adult	1	2.2
學業問題 Academic Problem	1	2.2
酗酒 Alcohol Abuse	1	2.2
喪親之痛 Bereavement	1	2.2
轉化症 Conversion Disorder	1	2.2
精神分裂和妄想症 Schizophrenia and Delusional Disorders	1	2.2
性和性別認同失調 Sexual and Gender Identity Disorders	1	2.2
沒有病症 No Diagnosis	1	2.2

個案總數 Total no. of cases: 45

諮詢服務次數 Total no. of consultations with social workers: 56