

臨床心理服務

Clinical Psychological Service



本會臨床心理服務部，乃為有需要之個別人士及家庭提供心理評估及治療，並為社工提供諮詢服務。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四十二宗新個案及三宗重開個案。在這四十五宗個案中，百分之五十一的服務使用者為男性，百分之四十九為女性。從年齡而言，使用比例最高者為十至十九歲（百分之三十六）。其次為三十至三十九歲（百分之十八），及四十至四十九歲（百分之十八）。整體服務使用者的年齡是由七歲至五十七歲。

就服務使用者的職業而言，學生佔百分之四十五，在職人士佔百分之十八，失業者佔百分之二十九，家庭主婦佔百分之九。其中三個家庭（百分之七）在支領綜合援助或領取傷殘津貼。

就服務使用者的教育程度而言，百分之四十七具有中一至中五的教育水平。六位（百分之十四）擁有中六至中七水平或持有文憑。十一位（百分之二十五）只受過小學教育或不識字。七位（百分之十六）受過大學或以上的教育，包括一位擁有博士學位。

臨床心理學家每週繼續為社工提供諮詢服務。這些社工們包括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。一共討論了七十一宗新個案，其中有四十五宗乃被轉介來接受臨床心理服務者。本部接到一百零二位社區人士對於臨床心理服務的查詢。這些查詢，大部份來自鄰近政府醫院長時間等候排期的病人。

The Agency's Clinical Psychological Service provides psychological assessments and treatments for 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 42 new and 3 reopened cases. Of the 45 new and reopened cases, 51% were male and 49% female service users. In terms of age, those 10 to 19 years old comprised the highest number of service users (36%). The next two age ranges were 30 – 39 years old (18%), and 40 – 49 years old (18%). The ages of service users ranged from 7 to 57 years old.

In terms of occupation, 45% were students, 18% were employed, 29% were unemployed, and 9% were housewives. The families of three cases (7%) were known to receive Comprehensive Social Security Assistance (CSSA) or Disability Allowance.

In terms of educational achievements, 47% of service users had Form 1 – Form 5 educational level. Six persons (14%) had F.6, F.7, or a diploma. Eleven (25%) had a primary school education or were illiterate. Seven (16%) had a university degree or above, including one person with a Ph.D. 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, as well as from other NGOs. Seventy-one new cases were discussed; out of these, 45 cases were referred for clinical psychological service. The Unit received 102 inquiries from people in the community asking for information about the Clinical Psychological Service. Most of these inquiries were patients from neighborhood public hospitals with long waiting list.

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5.6曆天（去年是6.2曆天）。所謂「曆天」包括星期六、星期日和公眾假日。百分之八十四的服務使用者在兩星期內得到第一次約見，而百分之百在三星期內得到約見。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。

我們在2009年1月至3月做了一次服務使用者的滿意調查。百分之九十七的服務使用者表示他們的情況有所「改善」（包括百分之七十五點八表示「大部份改善」或「完全改善」）。百分之百的服務使用者對我們的服務表示「滿意」（包括百分之九十點九表示「大致滿意」或「完全滿意」）。

為增進與其他部門的互助及了解，我們的臨床心理學家參加了「活力家庭坊」（綜合家庭服務中心）的部門會議，向它們的社工人員講解臨床心理服務部的工作情況，並發起與其他服務總監的會談，來了解他們的服務情況和需要。我們的臨床心理學家繼續支援本會的「僱員服務計劃」，為與他們訂立合約的顧客提供服務。這些顧客包括公務員和大學教授。

Service users' average waiting time (from receiving of written referrals to the first appointment) was 5.6 calendar days (compared with 6.2 calendar days the year before). Calendar days included Saturdays, Sundays and Public Holidays. Eighty-four percent of service users received their first appointment within two weeks, and one-hundred percent within three weeks. Compared to other Clinical Psychological Services in the public sectors with long waiting time, our short waiting time for over a decade reflects our service commitment to go the extra mile to provide prompt services to service users.

Service users' satisfaction survey was conducted from January to March 2009. Ninety-seven percent of users indicated that their situation had "improved" (including 75.8% who indicated that they had improved "mostly" to "totally"). One hundred percent of users indicated that they were "satisfied" with the service (including 90.9% indicating that they were satisfied "mostly" to "totally").

To facilitate mutual support and understanding with other units, the Clinical Psychologist attended the unit meeting of the Family Energizer (Integrated Family Service) to explain the Clinical Psychological Service to its social workers, and also initiated meetings with other Program Directors to obtain a better understanding of their services and needs. The CP continued to support the Agency's Employee Service Program by treating their contracted clients, some of whom were civil servants and university professors.

問題性質 Nature of Problems	個案數目 No. of Cases	百分比 Percentage
焦慮失調 Anxiety Disorders	7	15.6%
情緒失調 Mood Disorders	7	15.6%
兒童或青少年期之失調 Disorders of Childhood and Adolescence	7	15.6%
智能問題 Intellectual Problem	7	15.6%
親子關係問題 Parent-child Relational Problem	3	6.7%
性格失調 Personality Disorders	2	4.4%
精神分裂和妄想症 Schizophrenia and Delusional Disorders	2	4.4%
虐待或疏忽兒童 Abuse or Neglect of Child	2	4.4%
學業問題 Academic Problem	2	4.4%
適應失調 Adjustment Disorders	2	4.4%
喪親之痛 Bereavement	1	2.2%
疼痛失調 Pain Disorder	1	2.2%
其他人際關係問題 Other Relational Problem	1	2.2%
其他問題 Other Problems	1	2.2%

個案總數 (截至2009年3月31日) : 45
Total number of cases as at March 31, 2009

諮詢服務次數 (截至2009年3月31日) : 71
Total number of consultations as at March 31, 2009