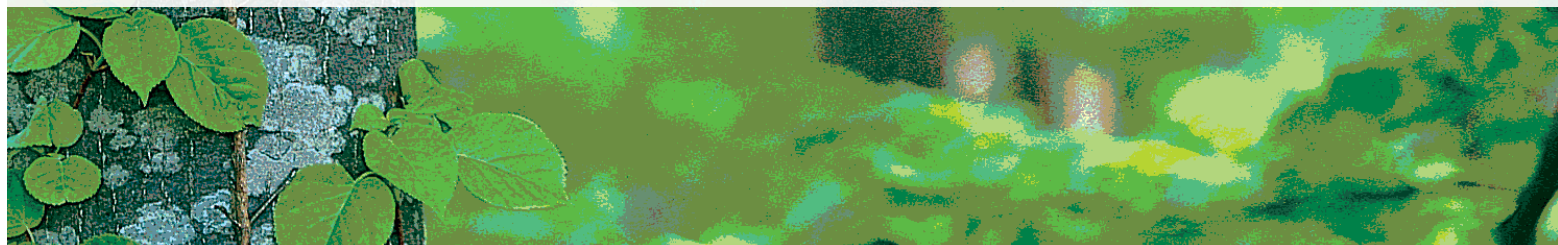




臨床心理服務
Clinical Psychological Service



服務綜述 Service Overview

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，亦為社工提供諮詢服務。亦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四十四宗新個案及一宗重開個案。在這四十五宗個案中，百分之六十七的服務使用者為男性，百分之三十三為女性。就性別比例來看，前一年，兩性較為平均，而本年度，男性使用者比起女性多達兩倍以上。從年齡而言，十至十九歲的人數的比例最高（百分之三十七），其次的兩個年齡組別分佈是，三十至三十九歲佔百分之二十七，四十至四十九歲佔百分之十八。整體服務使用者的年齡是由八歲至五十四歲。

就服務使用者的職業而言，學生約佔百分之三十八，在職人士佔百分之三十六，失業者佔百分之二十二。五個家庭（百分之十一）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，百分之七十一具有中一至中七的教育水平。六位（百分之十三）擁有中五水平，四位（百分之九）擁有中七教育水平。六位（百分之十三）只受過小學教育或不識字。七位（百分之十六）受完大學或以上的教育，包括兩位擁有碩士學位。

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。一共討論了六十四宗新個案，其中有四十四宗乃被轉介來接受臨床心理服務。本部接到九十二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。

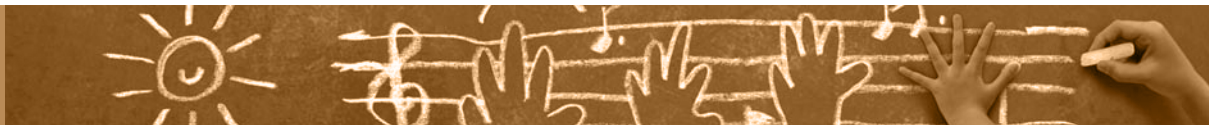
The Agency's Clinical Psychological Service provides psychological assessments and treatments to individuals and their families, and consultation services for social workers. The Unit also aims to promote psychological awareness and health through public education and staff development for Agency staff.

During the year, we served 44 new and 1 reopened cases. Of the 45 new and reopened cases, 67% were male and 33% female service users. The sex ratio in previous years tended to be even, this year however, male service users were two times more than females. In terms of age, the highest number of service users was 10 to 19 years old (37%). The next two age ranges were aged 30 – 39 (27%), and 40 – 49 (18%). The ages of service users ranged from 8 to 54 years old.

In terms of occupation, around 38% were students, 36% were employed and 22% were not employed. The families of five cases (11%) were known to receive Comprehensive Social Security Assistance (CSSA) or Disability Allowance.

In terms of educational achievements, 71% of service users had Form 1 – Form 7 educational level. Six persons (13%) had F.5 educational level, and 4 persons (9%) had F.7 educational level. Six persons (13%) had a primary school education or were illiterate. Seven persons (16%) had a university degree or above, which included two persons with Masters Degrees.

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. Sixty-four new cases were discussed, out of these 44 cases were referred for clinical psychological service. The Unit received 92 inquiries from



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7.5日。百分之七十八的服務使用者在兩星期內得到第一次約見，而百分之九十四在三星期內得到約見。與其他須要漫長等候排期的公共臨床心理服務相比，近10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。

本部曾進行《服務使用者滿意調查》。在122份成功地寄到的調查問卷中，95份填妥寄回。回覆率達百分之七十八（95/122）。其中，百分之九十二的服務使用者對服務表示《滿意》（49.5%）或《大致滿意》（42%）。百分之八十一表示問題《很大改善》（23.6%）或《部份改善》（57%）。

臨床心理學家為本會員工舉行了兩次訓練，為《活力家庭坊》舉行了《性格失調》訓練，和為《觀塘日間照顧中心》舉行了《危機事故壓力解說會》。公眾教育是通過接受《商業一台雷霆881》、《香港電台》、和中文大學學生刊物《大學線月刊》的新聞訪問。

鑑於坊間雜誌的圖片日趨猥褻和淫穢，有可能影響社會風氣和青少年的成長。本會臨床心理學家曾於去年向特首和立法會議員們發出一封二十位臨床心理學家的聯名信要求政府關注。由於有關趨勢持續，今年臨床心理學家再草擬聯名信，參加聯名信的心理學家幾乎倍增到三十七位。其中除了臨床心理學家外，還包括教育心理學家，聯名信提出十項請求政府考慮的建議。由於我們共同努力的成果，工商及科技局來信答覆稱：影視及娛樂事務管理處（TELA）已經對有問題的刊物加嚴檢查，並且當檢討《淫褻及不雅物品管制條例》的時候會考慮我們的建議。

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.

Service users' average waiting time (from receiving of written referrals to the first appointment) was 7.5 calendar days. Seventy-eight percent of service users received their first appointment within two weeks, and ninety-four percent within three weeks. Compared to other Clinical Psychological Services in the public sectors with long waiting time, our short waiting time for almost a decade reflected our service's commitment to go the extra mile to provide timely and prompt services to service users.

The Unit conducted 'Service Users' Satisfaction Survey.' Of the 122 survey forms successfully delivered, 95 completed forms were returned. The response rate was 78% (95/122). Ninety-two percent of service users indicated 'Satisfied' (49.5%) or 'Mostly Satisfied' (42%) with the service. Eighty-one percent of service users indicated 'Problems Much Improved' (23.6%) or 'Partially Improved' (57%).

The Clinical Psychologist conducted two staff development training for Agency staff – 'Personality Disorders' for the Family Energizer, and 'Critical Incident Stress Debriefing' for Kwun Tong Day Care Centre. Public education was provided by way of press interviews from Commercial Radio Hong Kong, Radio Television Hong Kong (RTHK), and Chinese University's monthly student magazine 'Varsity.'

The increase of indecent and obscene images appeared in magazines may affect the society and development of youngsters. The Clinical Psychologist followed-up on an effort started last year in which 20 clinical psychologists were enlisted to support a joint-letter to the Chief Executive and Legislative Committee Members. This year the number of psychologists joining the joint-letter almost doubled to 37 psychologists, and expanded to include not only clinical psychologists but also educational psychologists. The letter included 10 suggestions for the government to consider. As a result of our joint effort, the Commerce, Industry and Technology Bureau replied by letter indicating that the Television and Entertainment Licensing Authority (TELA) had stepped up its inspections of problem publications, and that our suggestions would be taken into consideration in their review of the 'Control of Obscene and Indecent Articles Ordinance.'

| 問題性質 Nature of Problem | No. of Cases 個案數目 | Percentage 百分比 |
|---|----------------------|-------------------|
| 智能問題 Intellectual Problem | 10 | 22.2 |
| 情緒失調 Mood Disorders | 7 | 15.5 |
| 焦慮失調 Anxiety Disorders | 7 | 15.5 |
| 適應失調 Adjustment Disorders | 6 | 13.3 |
| 兒童或青少年期之失調 Disorders of Childhood and Adolescence | 5 | 11.1 |
| 學業問題 Academic Problem | 3 | 6.7 |
| 職業問題 Occupational Problem | 2 | 4.4 |
| 親子關係問題 Parent-child Relational Problem | 2 | 4.4 |
| 其他人際關係問題 Other Relational Problem | 1 | 2.2 |
| 沒有病症 No Diagnosis | 2 | 4.4 |

個案總數（截至2007年3月31日）：45

Total number of cases as at 31 March 2007 : 45

諮詢服務次數（截至2007年3月31日）：64

Total number of consultations as at 31 March 2007 : 64