

**From:** [REDACTED] <[REDACTED@gov.scot]>  
**Sent:** 01 September 2021 18:06  
**To:** [REDACTED] <[REDACTED]>  
**Cc:** [REDACTED] <[REDACTED]> [REDACTED] <[REDACTED]>  
**Subject:** RE: Feedback from GP re baby box : thermometers

Hello [REDACTED]

Yes content thanks

Regards

[REDACTED]

[REDACTED]  
Senior Medical Advisor  
Paediatrics

Sent with BlackBerry Work ([www.blackberry.com](http://www.blackberry.com))

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**From:** [REDACTED]  
**Sent:** 1 Sep 2021 16:57  
**To:** [REDACTED]  
**Cc:** [REDACTED] [REDACTED]  
**Subject:** FW: Feedback from GP re baby box : thermometers

Hi [REDACTED],

Please see email chain below detailing correspondence with a member of the public about the thermometer that was previously provided in Scotland's Baby Box. As you will be aware, on 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer.

I have provided [REDACTED] most recent correspondence and my suggested draft response below.

Grateful if you could let me know if you're content.

Thanks,  
[REDACTED]

---

Dear [REDACTED],

Thank you for your email.

As part of an ongoing review of the Baby Box and Contents by government officials and health professionals it was identified that an underarm thermometer was more

versatile and easy to use than a digital ear thermometer and could be used by the whole family. There were no safety issues or concerns identified regarding the digital ear thermometer and therefore we have no plans to recall these thermometers.

An independent evaluation of Scotland's Baby Boxes conducted by IPSOS MORI and published on 13 August. I have attached a link below for ease.

[Baby Box: evaluation - research findings - gov.scot \(www.gov.scot\)](http://www.gov.scot/Baby_Box_evaluation_research_findings)

Thank you for your correspondence on this matter.

Kind regards

**From:** [REDACTED]

**Sent:** 31 August 2021 16:35

**To:** [REDACTED]

**Cc:** [REDACTED] **Subject:** RE: Feedback from GP re baby box : thermometers

Many thanks for this [REDACTED].

Could you please draft a short response addressing the points below, namely that we are not aware of any safety issues relating to the ear digital thermometers provided in the Baby Boxes previously and therefore we have no immediate plans to recall these thermometers. I will then run this past [REDACTED] and others, many thanks.

[REDACTED]

**From:** [REDACTED] <[REDACTED]>

**Sent:** 31 August 2021 10:35

**To:** [REDACTED]

**Subject:** FW: Feedback from GP re baby box : thermometers

As discussed.

**From:** [REDACTED]

**Sent:** 20 August 2021 13:45

**To:** [REDACTED]

**Subject:** Re: Feedback from GP re baby box : thermometers

Dear [REDACTED],

Thank you for your prompt reply in relation to the change of thermometer type in the baby boxes.

You state that : "This decision was based on the professional medical advice in relation to **versatility and ease of use** of digital thermometers by families". It is therefore contradictory to suggest that efficiency was not a concern, if they are difficult to use in babies and small children!

You also have not answered my query about whether the SG is planning to retrospectively replace the inadequate ear thermometers, provided to parents up until Feb 2021, with the digital under-arm thermometers.

At the very least, parents need to be alerted to the thermometer problems and given insight into why you decided to switch to a new more reliable type.

I look forward to hearing from you about this.

Kind regards,

[REDACTED]

On 2021-08-20 12:36, [REDACTED] wrote:

Dear [REDACTED],

Thank you for your email in relation to Scotland's Baby Box.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

Further to my colleague [REDACTED] email of 8 July 2021, as part of the ongoing process of reviewing the Baby Box and contents, we replaced the digital ear thermometer with a digital under-arm thermometer from 25 February 2021 as this is more versatile and suitable from birth, but can still be used by other family members.

This decision was based on the professional medical advice in relation to versatility and ease of use of digital thermometers by families, there were no concerns with the efficiency of the in-ear thermometer.

We will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

Kind regards,

[REDACTED]

**Parenting, Play and Baby Boxes | Improving Health & Wellbeing Division | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ**



PlayTalkRead - have fun from day one! <https://www.parentclub.scot/topics/play-learn/play-talk-read-bus> <http://twitter.com/playtalkread> <http://www.playtalkread.scot>

**From:** [REDACTED]  
**Sent:** 19 August 2021 16:37  
**To:** [REDACTED] [REDACTED]  
**Subject:** Re: Feedback from GP re baby box : thermometers

Good afternoon,

I have not as yet received a reply to my email below sent nearly 4 weeks ago. I do feel very strongly that all parents with children who were given an inadequate ear thermometer in their baby box should be alerted and have them all replaced soon. If I do not hear from you shortly then I may feel obligated to alert the media to the problem.

Kind regards,

[REDACTED]

On 2021-07-23 09:26, [REDACTED] wrote:

Good morning [REDACTED],

Thank you for your response and for copying in [REDACTED] email. I was delighted to hear that this change in thermometer type has already happened. Could I ask please whether all the previously supplied ear thermometers have been recalled and replaced with the new safer, more reliable option? There must be 10's of thousands of mums in Scotland (like my 2 daughters) still using the old ones, completely unaware of the dangers.

Kind regards,

[REDACTED]

t [REDACTED] m [REDACTED]

On 2021-07-08 13:34, [REDACTED] wrote:

Good Afternoon,  
Thank you for your feedback submitted via the NHS inform website.

Please find a reply from the relevant Scottish Government policy officer within the email below.

Kind Regards,

[REDACTED].

**From:** [REDACTED]  
**Sent:** 07 July 2021 16:55  
**To:** [REDACTED]  
**Subject:** FW: RSB Feedback re baby box

*Thank you for your email of 6 June 2021 to NHS Inform expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. Your correspondence has been forwarded to the Scottish Government and I have been asked to respond as the appropriate policy officer.*

*At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.*

*As part of the ongoing process of reviewing of the box and contents, and in light of feedback from health professionals and families, we replaced the Digital Ear Thermometer that has been supplied in the Baby Box with a Digital Underarm Thermometer from 25 February 2021.*

*Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.*

*I hope that you find my reply helpful.*

Regards,

[REDACTED]

[REDACTED]

**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



**PlayTalkRead** - have fun from day one! <http://twitter.com/playtalkread> <http://www.playtalkread.scot>

Timestamp:

6/21/2021 5:11:25 PM

Url:

<https://www.nhsinform.scot/ready-steady-baby/pregnancy/preparing-for-parenthood/baby-box>

User Agent:

Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_15\_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/14.1.1 Safari/605.1.15

Device Type:

Desktop

Email:

[REDACTED]

Message:

I'm a retired GP and NHS clinical manager. I have 8 grandchildren so have experience of using the cheap digital thermometer supplied in the Baby box. In my view it is dangerous. It is too unreliable giving inaccurate readings of a Braun Thermoscan. This will give parents & any NHS advisors a false sense of security. The NHS site actually recommends the use of underarm digital thermometers a better option if cost is the issue. Please pass on my concerns to those who can check up on this.

[REDACTED]

Digital Content  
Designer

M: [REDACTED]

E: [REDACTED]



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Baby Box in ear thermometer professional advice

[REDACTED] – SG Senior Medical Adviser Paediatrics

I am unaware of any change to the NICE guidance (Scotland does not have to follow NICE guidance but usually does). I don't think there is a significant issue here as you report a high level of user satisfaction with the tympanic thermometer. I think there was comment that the instructions for the tympanic thermometer say it should not be

used in children aged less than six months. [REDACTED] has suggested asking [REDACTED] Clinical Lead of the Neonatal Network what happens in neonatal units (albeit a different population from the vast majority of term babies) [REDACTED]

Assuming cost is roughly equivalent for tympanic and under arm thermometers than it may be sensible to change to under arm to follow NICE, follow the manufacturer's instructions for the tympanic thermometer and deal with the concerns of whoever raised the issue That may raise the question of why they were not chosen in the first place of course.

[REDACTED] – SG professional advisor Primary medical services

Replied with email as below. Spoke to her on the phone. Generally said that no specific thermometer recommended. Model in the Box will be as good as any other off the shelf one. It should be used to help advise parents not as a definitive answer. If parents are worried their child is unwell they should always go straight to medical professionals GP or A&E.

Re the thermometer- normally practices buy thermometers that meet appropriate safety standards, and choose on cost and personal preference- I don't think there's a "standard" one and in any case they would be of a different spec to that for the baby boxes.

To ensure all the relevant legislation compliance etc, I wonder whether it might be worth asking the Scottish health Technology group for their help? They are based in Glasgow ( I think they sit under NSS) and when a question around a device/appliance like this is submitted, they look at all the best national and international evidence, and apply rigorous methodology before a report. I'm not sure re timescales, ( it may be helped by a direct ministerial request or similar) but I wonder if this approach would give you a very robust governance trail for a national programme.

Another route might be through board procurement leads, but given the national profile of this scheme, I'd suggest SHTG route.

Baby Box Thermometers professional advice

[REDACTED] – NHS Health Visitor leads network [REDACTED]

Advice received on 14 April 2020

| Health Board    | Feedback for In-Ear Thermometer  |
|-----------------|--|
| NHS Lothian     | <ul style="list-style-type: none"> <li>• Feedback from HV's are that parents like them.</li> <li>• One parent specifically said that she thought it was good but on using it she had got different readings and was told by a GP to take 3 and use an average.</li> <li>• Another HV said they had feedback from A&amp;E, for a family that had brought a child into A&amp;E, that stated they had used it and recorded a high temperature but when checked at hospital child was fine. Family were going to buy another thermometer.</li> <li>• Concerns raised about accuracy of the thermometers. They appeared to measure above the reading taken when the child had reached a clinician however this could have been due to many other factors in the time lapse between taking the temp in the home to being seen in hospital or GP.</li> <li>• Advice around the use of the thermometers was perhaps not clear so one question was is there guidance in the pack with the thermometers?</li> <li>• some parents thought they had to change the batteries very often.</li> </ul> |
| NHS Highland    | <ul style="list-style-type: none"> <li>• The current thermometers don't have very good instructions with them; HVs have to explain that they should be 'zeroed' to room temperature first.</li> <li>• I don't actually know if there are instructions with the ones in the baby boxes, but any parent I have asked has always said not.</li> <li>• One HV who previously worked in ICU tells the parents to aim the sensor towards the bridge of the nose. If it is aimed down it can read an actual temperature which can be as much as a full degree higher than the ' bridge of the nose.</li> <li>• I encourage parents to try and use the same technique each time and if in doubt of reading to feel the nape of the neck or torso.</li> <li>• The ear-pieces don't fit the baby's ear as it can be too big.</li> </ul>  |
| NHS Lanarkshire | <ul style="list-style-type: none"> <li>• From a HV: I haven't had any negative feedback regarding the thermometer and the rest of the team are the same. Quite the opposite actually, most Mums we have spoken to are very positive about it and feel it is one of the most useful items in the Baby Box.</li> </ul>   |

|                                    |  |
|------------------------------------|--|
| <p>NHS Dumfries &amp; Galloway</p> | <ul style="list-style-type: none"> <li>• A few families have not been confident in accuracy</li> <li>• Quite a few felt it read too low, only read low temperatures</li> <li>• Some reported that it didn't work at all</li> <li>• Some report inconsistent reading, but may be user error!</li> <li>• One felt it didn't work but like the idea so bought another one</li> <li>• over- all there has been good feedback</li> <li>• From a HV: Just on a personal note with using the thermometer - I've found it, not to be all that accurate when using it with my child unless he's got a really elevated temperature &gt;38*c ish, think partly because the tip is too big to get in his ear.</li> </ul> |
| <p>NHS Grampian</p>                | <ul style="list-style-type: none"> <li>• Majority having no issues and some parents reporting how pleased they are to have this piece of equipment.</li> <li>• A few parents with young babies report that they get different results from each ear and feel it is fairly inaccurate and unreliable. There was mention that it was felt that the thermometer was too large for babies' ears.</li> </ul>  |

[REDACTED] – RCPCH [REDACTED]

[REDACTED]

Was canvassing opinion for us from Paediatricians. Not heard back and her out of office now shows she is off indeterminately. Have emailed [REDACTED] from [REDACTED] out of office. Last chased on 2 April.

[REDACTED] – SG professional advisor Midwifery and perinatal care

Initial advice was non-committal.

*In a hospital setting I would be asking medical physics advice re devices therefore I cannot comment on the efficacy of an individual model.*

*However the NICE guidance (reviewed Nov 2019) on taking temperature in infants advises;*

*<4 weeks –axillary temp (under arm)*

*4 weeks to 5 years-as above or tympanic suitable.*

*Advises avoiding rectal and oral under 5 years.*

[REDACTED] Clinical Lead National Neonatal Network [REDACTED]

Email received on 10 April 2020

Recommendations on the types of thermometers suitable for children is available from NICE:

*NICE Guidance Fever in under 5s: assessment and management [NG143] last updated 7<sup>th</sup> November 2019*

Subsection 1.1: Thermometers and Detection of Fever

Provides clear guidance on the recommended types of thermometer for specific age ranges:

1.1.2 in infants under the age of 4 weeks, measure body temperature with an electronic thermometer in the axilla. [2007]

1.1.3 in children aged 4 weeks to 5 years, measure body temperature by one of the following methods:

- Electronic thermometer in the axilla
- Chemical dot thermometer in the axilla
- Infra-red tympanic thermometer. [2007]

All Neonatal Units and Postnatal wards across Scotland units currently use axillary thermometers to measure temperatures in the neonatal patient group. No neonatal unit uses in-ear thermometers.

It would seem appropriate therefore to consider reviewing the type of thermometer included within the Baby Box. Possible options:

(1) Provide an axillary thermometer as per NICE recommendations, this being suitable for all ages

(2) Provide clear instructions that the in-ear thermometer is only suitable for use after 4 weeks of age.

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**From:** [REDACTED]

**Sent:** 10 April 2020 17:41

**To:** [REDACTED] [REDACTED] [REDACTED]

**Subject:** Fw: [ExternaltoGGC]Bay Box Contents

Sent from my BlackBerry 10 smartphone.

**From:** [REDACTED] (NHS NATIONAL SERVICES SCOTLAND) <[REDACTED]>

**Sent:** Friday, 10 April 2020 17:38

**To:** [REDACTED]

**Subject:** [ExternaltoGGC]Bay Box Contents

Dear [REDACTED] and Baby Box Team,

Thank you for asking me to provide a Neonatal Clinical opinion on the in-ear thermometer currently included within the Baby Box as part of the Scottish Government Baby Box Team review of the box's contents.

Recommendations on the types of thermometers suitable for children is available from NICE: *NICE Guidance Fever in under 5s: assessment and management [NG143] last updated 7<sup>th</sup> November 2019*

#### Subsection 1.1: Thermometers and Detection of Fever

Provides clear guidance on the recommended types of thermometer for specific age ranges:

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- Electronic thermometer in the axilla
- Chemical dot thermometer in the axilla
- Infra-red tympanic thermometer. **[2007]**

All Neonatal Units and Postnatal wards across Scotland units currently use axillary thermometers to measure temperatures in the neonatal patient group. No neonatal unit uses in-ear thermometers.

It would seem appropriate therefore to consider reviewing the type of thermometer included within the Baby Box. Possible options:

(1) Provide an axillary thermometer as per NICE recommendations, this being suitable for all ages

(2) Provide clear instructions that the in-ear thermometer is only suitable for use after 4 weeks of age.

I hope this is helpful

[REDACTED]

[REDACTED]

Clinical Lead National Neonatal Network

E:[REDACTED]

T:[REDACTED]

Network Administrator [REDACTED]

Floor 6, Meridian Court Glasgow

E:[REDACTED]

T:[REDACTED]

---

Baby Box Thermometers professional advice

[REDACTED] – NHS Health Visitor leads network [REDACTED]

Put out request for feedback to HV leads network before next meeting on 16 March. Meeting was cancelled, sent out request via email as per 20 March. Chased on 2 April.

[REDACTED] – RCPCH [REDACTED]

[REDACTED]

Was canvassing opinion for us from Paediatricians. Not heard back and her out of office now shows she is off indeterminately. Have emailed [REDACTED] from [REDACTED] out of office. Last chased on 2 April.

[REDACTED] – SG professional advisor Primary medical services

Replied with email as below. Spoke to her on the phone. Generally said that no specific thermometer recommended. Model in the Box will be as good as any other off the shelf one. It should be used to help advise parents not as a definitive answer. If parents are worried their child is unwell they should always go straight to medical professionals GP or A&E.

[REDACTED] – SG professional advisor Midwifery and perinatal care

Initial advice was non-committal.

*In a hospital setting I would be asking medical physics advice re devices therefore I cannot comment on the efficacy of an individual model.*

*However the NICE guidance (reviewed Nov 2019) on taking temperature in infants advises;*

*<4 weeks –axillary temp (under arm)*

*4 weeks to 5 years-as above or tympanic suitable.*

*Advises avoiding rectal and oral under 5 years.*

*I have copied in [REDACTED] as he is the paediatric advisor.*

---

**From:** [REDACTED]

**Sent:** 21 January 2020 16:00

**To:** [REDACTED] [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Baby Box thermometer query

Hi [REDACTED]

Please see below:

We have sought expert Medical advice and been advised that digital ear thermometers should not be discontinued in Scotland's Baby Boxes, as with all thermometers, inaccurate readings may occur if they are not used as per the instructions.

Regards,  
[REDACTED]

[REDACTED]  
**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | [REDACTED]**



**PlayTalkRead** - have fun from day one!

<http://twitter.com/playtalkread> <http://www.playtalkread.scot>

**From:** [REDACTED]  
**Sent:** 21 January 2020 09:32  
**To:** [REDACTED] [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Baby Box thermometer query

Hi all,

See email below. Could you let us know how to respond to the below email that was sent to PC inbox?

Thanks  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 21 January 2020 09:22  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Baby Box thermometer query

Hiya,

We've had a question on Fb about the thermometer in the Baby Box:

[REDACTED] [Parent Club Scotland](#) I was just curious why ear thermometers are put in the baby box when NHS recommend under arm ones for babies? The in the ear ones are inaccurate when they are so little.

There isn't a stock response in the document.

Best wishes,  
[REDACTED]

**[REDACTED] | Content Manager | Marketing & Insight Unit**

Scottish Government | 3WR, St Andrew's House | Regent Road | Edinburgh | EH1 3DG

I work Mondays, Tuesdays and Thursdays.

---

Dear [REDACTED]

We discussed these thermometer being in Baby Boxes and their use in babies some months ago. My advice was their use is not contraindicated and I am unaware of any more recent guidance. Like all thermometers, inaccurate readings may occur if they are not used as per the instructions. We agreed they should stay in the Baby Boxes for now, that parental feedback would be sought on their use and this may be revisited in the future.

Happy to discuss further if helpful.

Regards

[REDACTED]

[REDACTED]

Senior Medical Adviser Paediatrics

[REDACTED]

**From:** [REDACTED]

**Sent:** 21 January 2020 09:38

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** FW: Baby Box thermometer query

Hi [REDACTED]

Further to our conversation yesterday, our marketing colleagues have received the enquiry below.

Would you be able to advise on this? The NHS guidelines which I forwarded the link to did not make any such recommendation so not sure if there have been more recent guidelines that we are not aware of?

Many thanks for your help.

Best wishes

[REDACTED]

**From:** [REDACTED]  
**Sent:** 21 January 2020 09:32  
**To:** [REDACTED] [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Baby Box thermometer query

Hi all,

See email below. Could you let us know how to respond to the below email that was sent to PC inbox?

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[REDACTED]

**From:** [REDACTED]  
**Sent:** 21 January 2020 09:22  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Baby Box thermometer query

Hiya,

We've had a question on Fb about the thermometer in the Baby Box:

[REDACTED] [Parent Club Scotland](#) I was just curious why ear thermometers are put in the baby box when NHS recommend under arm ones for babies? The in the ear ones are inaccurate when they are so little.

There isn't a stock response in the document.

Best wishes,  
[REDACTED]

**[REDACTED] | Content Manager | Marketing & Insight Unit**  
Scottish Government | 3WR, St Andrew's House | Regent Road | Edinburgh | EH1 3DG

I work Mondays, Tuesdays and Thursdays.

---

**From:** [REDACTED]  
**Sent:** 06 July 2021 16:30  
**To:** [REDACTED] [REDACTED] [REDACTED]  
**Subject:** RE: RSB Feedback re baby box

Hi [REDACTED],

We changed to an underarm thermometer in December, so think it more likely they are referring to that one rather than the previous digital ear thermometer.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 06 July 2021 16:07  
**To:** [REDACTED]  
**Cc:** [REDACTED] [REDACTED] [REDACTED] [REDACTED]  
**Subject:** RE: RSB Feedback re baby box

Thanks [REDACTED],

I am well thanks, coping OK with the holidays so far. The main problem is remembering where we're sending the children each morning.

Thanks, have you been sent correspondence from NHS 24 before? Do we normally issue a reply. We are changing the thermometer in the Box to an underarm thermometer so would have a positive response to this one.

[REDACTED], [REDACTED], could you draft something and we could maybe send it back to [REDACTED] from the chain below?

[REDACTED]

Parenting, Play, and Baby Boxes | Improving Health & Wellbeing Division | [REDACTED]

Working from home | Available over Skype or Teams



Making Scotland the best place to grow up  
[www.parentclub.scot/](http://www.parentclub.scot/)

**From:** [REDACTED]  
**Sent:** 06 July 2021 15:45  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: RSB Feedback re baby box

Hi [REDACTED],

Hope you're ok and coping with the summer hols juggle! We've been sent the below from NHS 24 re the BB thermometer so am just passing it along to make you aware.

Thanks

[REDACTED].

**From:** [REDACTED]  
**Sent:** 06 July 2021 14:57  
**To:** [REDACTED] [REDACTED]  
**Cc:** [REDACTED] (NHS HEALTH SCOTLAND) [REDACTED] [REDACTED]  
**Subject:** RSB Feedback re baby box

Hi [REDACTED] and [REDACTED],

I hope you are both well.

Please find below feedback received via NHS inform's 'How can we improve this page' feedback form regarding the thermometer in the baby box.

Kind Regards,  
[REDACTED]

Timestamp:

6/21/2021 5:11:25 PM

Url:

<https://www.nhsinform.scot/ready-steady-baby/pregnancy/preparing-for-parenthood/baby-box>

User Agent:

Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_15\_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/14.1.1 Safari/605.1.15

Device Type:

Desktop

Email:

[REDACTED]

Message:

I'm a retired GP and NHS clinical manager. I have 8 grandchildren so have experience of using the cheap digital thermometer supplied in the Baby box. In my view it is dangerous. It is too unreliable giving inaccurate readings cf a Braun Thermoscan. This will give parents & any NHS advisors a false sense of security. The NHS site actually recommends the use of underarm digital thermometers a better option if cost is the issue. Please pass on my concerns to those who can check up on this.

[REDACTED]

Digital Content  
Designer

M: [REDACTED]

E: [REDACTED]



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**From:** [REDACTED]  
**Sent:** 24 February 2021 16:52  
**To:** [REDACTED]  
**Subject:** RE: Baby Box page and thermometer

Hi [REDACTED],  
The digital underarm thermometer will be replacing the digital ear thermometer in Baby Boxes as of tomorrow.

Regards,

[REDACTED]

[REDACTED] – [REDACTED]

**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



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**From:** [REDACTED]

**Sent:** 04 February 2021 16:55

**To:** [REDACTED]

**Subject:** RE: Baby Box page and thermometer

That's great, thank you! Let me know when it 'lands' and I'll update the page.

Best wishes,

[REDACTED]

**From:** [REDACTED]

**Sent:** 04 February 2021 16:54

**To:** [REDACTED]

**Subject:** RE: Baby Box page and thermometer

Great, thanks [REDACTED]. We are expecting the new thermometer to be in the box mid – end of February and I'll let you know as soon as I get confirmation of the exact date from APS.

Will get back to you on the other points asap.

Thanks,

[REDACTED]

[REDACTED] – [REDACTED]

**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



**PlayTalkRead - have fun from day one!** <http://twitter.com/playtalkread> <http://www.playtalkread.scot>

**From:** [REDACTED]

**Sent:** 04 February 2021 08:36

**To:** [REDACTED]

**Subject:** RE: Baby Box page and thermometer

Hiya,

Thank you, that's great.

The cost for the voiceovers is £410 + VAT – I can take this from the website budget as we have some spend left. I'll send you the scripts when they come in.

Many thanks,

[REDACTED]

**From:** [REDACTED]

**Sent:** 03 February 2021 16:22

**To:** [REDACTED]

**Subject:** RE: Baby Box page and thermometer

Hi [REDACTED],

Sorry just picking this up now.

Xmas & New Year was good, though somewhat different to usual and yes a very distant memory. Hope you enjoyed yours and had a good break.

Will go through this and get back to you asap, can I just check if you gave costings for doing the voiceovers for the videos?

Regards,

[REDACTED]

[REDACTED] – [REDACTED]

**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



**PlayTalkRead - have fun from day one!** <http://twitter.com/playtalkread> <http://www.playtalkread.scot>

**From:** [REDACTED]

**Sent:** 28 January 2021 14:57

**To:** [REDACTED]

**Subject:** Baby Box page and thermometer

Hi [REDACTED],

Hope you had a good Xmas and New Year – it all feels a bit of a distant memory already doesn't it?!

Did you have a chance to look at the suggested reworking of the Baby Box page? <https://erdm.scotland.gov.uk:8443/documents/A30936522/details>

We're hoping to get this done fairly soon as the current layout is causing problems with accessibility.

Also has the new thermometer been added to the box yet?

Many thanks,

[REDACTED]

**[REDACTED] | Content Manager | Parent Club | Marketing, Insight, Brand Scotland & Internal Communications**

Scottish Government | 3WR, St Andrew's House | Regent Road | Edinburgh | EH1 3DG

Tel [REDACTED]

I work Mondays, Tuesdays and Thursdays.

---

**From:** [REDACTED]

**Sent:** 25 February 2021 14:13

**To:** [REDACTED]

**Subject:** FW: New Thermometers

FYI

**From:** [REDACTED]  
**Sent:** 25 February 2021 13:46  
**To:** [REDACTED]  
**Subject:** New Thermometers

Hi [REDACTED]

Just to let you know that the new thermometers have been going into the boxes today for delivery to customers tomorrow.

[REDACTED]  
[REDACTED], APS Group Scotland

[21 Tennant Street,](#)  
[Leith, Edinburgh](#)  
[EH6 5NA, UK](#)

Tel: [\[REDACTED\]](#)  
Mobile: [REDACTED]

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**From:** [REDACTED]  
**Sent:** 01 March 2021 13:48  
**To:** [REDACTED] [REDACTED] [REDACTED]  
**Cc:** [REDACTED] [REDACTED]  
**Subject:** RE: Baby Box Thermometer

Hi [REDACTED],

We had initially thought December but our stock of digital ear thermometers lasted longer than we had anticipated so the date for including the underarm thermometers was pushed back to February. Yeah, happy for you to circulate my email if easiest.

Thanks,  
[REDACTED]

[REDACTED]– [REDACTED]  
**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



**PlayTalkRead** - have fun from day one! <http://twitter.com/playtalkread> <http://www.playtalkread.scot>

**From:** [REDACTED]  
**Sent:** 01 March 2021 13:42  
**To:** [REDACTED]; [REDACTED]; [REDACTED]  
**Cc:** [REDACTED] [REDACTED]  
**Subject:** RE: Baby Box Thermometer

Thanks [REDACTED]

I have a vague recollection we did this? But was that in terms of the date initially being December? Happy to alert HV's again now that it has happened. Do you just want your email circulated to Leads? Adding in [REDACTED] to share through FNP

Thanks  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 01 March 2021 12:28  
**To:** [REDACTED],[REDACTED]  
**Cc:** [REDACTED] [REDACTED]  
**Subject:** RE: Baby Box Thermometer

Sorry all, the first line should read 'as of 25 February 2021 we have replaced the Digital Ear Thermometer that is supplied in the Baby Box with a Digital Underarm Thermometer (the bath & room thermometer remain unchanged).'

[REDACTED]

**From:** [REDACTED]  
**Sent:** 01 March 2021 12:29  
**To:** [REDACTED]  
**Subject:** RE: Baby Box Thermometer

Thanks, have sent an update.

**From:** [REDACTED]  
**Sent:** 01 March 2021 12:27  
**To:** [REDACTED]  
**Subject:** RE: Baby Box Thermometer

Thanks [REDACTED], I think the December in the first line might have been from previous email 😊  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 01 March 2021 12:01  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** Baby Box Thermometer

Hi,

As of December 25 February 2021 we have replaced the Digital Ear Thermometer that is supplied in the Baby Box with a Digital Underarm Thermometer (the bath & room thermometer remain unchanged).

There had been a small number of concerns about the use of the digital ear thermometer with very young babies, predominantly with temperature readings being potentially higher / ease of use by some families.

We sought advice from professionals in paediatrics, neonatal and postnatal units, midwifery and health visiting workforce and whilst there were no immediate safety concerns raised, the advice was to replace the digital ear thermometer with a digital under-arm thermometer when the stocks run out as this is more versatile and suitable from birth (but can still be used by other family members).

APS (Scotland) sourced a suitable digital under-arm thermometer meeting required safety specification through an existing supplier which will replace the ear digital thermometer in the Baby Box.

We have updated all the associated information materials and Parent Club website with details of the underarm thermometer.

I was hoping that you may be able assist us to highlight the thermometer change information to midwives and health visitors so that they are providing correct information when discussing the Baby Box with expectant/new mums.

Regards,  
[REDACTED]

[REDACTED]– [REDACTED]

**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



**PlayTalkRead** - have fun from day one! <http://twitter.com/playtalkread> <http://www.playtalkread.scot>

**From:** [REDACTED]

**Sent:** 15 February 2021 14:52

**To:** Minister for Children and Young People <[MinisterCYP@gov.scot](mailto:MinisterCYP@gov.scot)>

**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

**Subject:** Baby Box Thermometer

Hi [REDACTED],

Please see update below for Ms Todd's attention regarding the digital thermometer supplied in Scotland's Baby Boxes.

As of 24 February 2021 (as highlighted in our submission to you on 26 May 2020) we will be replacing the Digital Ear Thermometer that is supplied in the Baby Box with a Digital Underarm Thermometer (the bath & room thermometer will remain unchanged).

There have been a small number of concerns about the use of the digital ear thermometer with very young babies, predominantly with temperature readings being potentially higher / ease of use by some families.

We have sought advice from professionals in paediatrics, neonatal and postnatal units, midwifery and health visiting workforce and whilst there were no immediate safety concerns raised, the advice was to replace the digital ear thermometer with a digital under-arm thermometer when the stocks run out as this is more versatile and suitable from birth (but can still be used by other family members).

APS (Scotland) sourced a suitable digital under-arm thermometer meeting required safety specification through an existing supplier which will replace the ear digital thermometer in the Baby Box when the current stocks run out at the in February 2021.

We will be updating all the associated information materials and Parent Club website with details of the underarm thermometer.

Please let us know if Minister would like any further information about this.

Regards,

[REDACTED]

[REDACTED]– [REDACTED]

**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



**PlayTalkRead** - have fun from day one!

<http://twitter.com/playtalkread> <http://www.playtalkread.scot>

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**From:** [REDACTED]

**Sent:** 31 March 2021 14:28

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Faulty thermometer

Many thanks [REDACTED], a couple of small tweaks to shorten below.

Thanks

[REDACTED]

---

*Dear [REDACTED],*

*Thank you for your email of 30 March 2021 to the Scottish Government expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. I have been asked to respond as the appropriate policy officer.*

*At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.*

*I was sorry to hear about your experience and can fully understand your wish to raise these concerns with the Scottish Government. As part of the ongoing process of reviewing the box and contents, we have replaced the digital ear thermometer with a digital under-arm thermometer from 25 February 2021 as this is more versatile and suitable from birth, but can still be used by other family members.*

*Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.*

*I hope that you find my reply helpful.*

**From:** [REDACTED]

**Sent:** 31 March 2021 14:15

**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** FW: Faulty thermometer

Hi [REDACTED],

Are you content with the proposed response?

---

Dear [REDACTED],

*Thank you for your email of 30 March 2021 to the Scottish Government expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. I have been asked to respond as the appropriate policy officer.*

*At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.*

*I was sorry to hear about your experience and can fully understand your wish to raise these concerns with the Scottish Government. As part of the ongoing process of reviewing the box and contents, we have replaced the digital ear thermometer with a digital under-arm thermometer from 25 February 2021 as this is more versatile and suitable from birth, but can still be used by other family members.*

*Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.*

*I hope that you find my reply helpful.*

**From:** [REDACTED]  
**Sent:** 31 March 2021 14:01  
**To:** [REDACTED]  
**Subject:** RE: Faulty thermometer

That's a good point, how's this?

Dear [REDACTED],

Thank you for your email of 30 March 2021 to the Scottish Government expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. I have been asked to respond as the appropriate policy officer.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that

every family with a newborn has access to essential items needed in the first six months of a child's life.

I was sorry to hear about your experience and can fully understand your wish to raise these concerns with the Scottish Government..

As part of the ongoing process of reviewing of the box and contents we engaged with professionals in paediatrics, neonatal and postnatal units, midwifery and health visiting workforce and they advised we replace the digital ear thermometer with a digital under-arm thermometer when the stocks run out as this is more versatile and suitable from birth but can still be used by other family members.

As of 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer.

Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

I hope that you find my reply helpful.

**From:** [REDACTED]

**Sent:** 31 March 2021 15:26

**To:** Comms Parent Club <[Parentclub@gov.scot](mailto:Parentclub@gov.scot)>

**Subject:** RE: Faulty thermometer

Thanks [REDACTED]. I've responded to [REDACTED] email. Copy of my reply below for your reference.

[REDACTED]

*Dear [REDACTED],*

*Thank you for your email of 30 March 2021 to the Scottish Government expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. I have been asked to respond as the appropriate policy officer.*

*At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.*

*I was sorry to hear about your experience and can fully understand your wish to raise these concerns with the Scottish Government. As part of the ongoing process of reviewing the box and contents, we have replaced the digital ear thermometer with a digital under-arm thermometer from 25 February 2021 as this is more versatile and suitable from birth, but can still be used by other family members.*

*Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.*

*I hope that you find my reply helpful.*

**From:** [REDACTED]

**Sent:** 31 March 2021 13:43

**To:** [REDACTED]

**Subject:** RE: Faulty thermometer

Hey,

Slight suggested change, let me know what you think.

Dear [REDACTED],

Thank you for your email of 30 March 2021 to the Scottish Government expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. I have been asked to respond as the appropriate policy officer.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

I was sorry to hear about your experience and can fully understand your wish to raise these concerns with the Scottish Government.

There have been a small number of concerns about the use of the digital ear thermometer with very young babies, predominantly with temperature readings being potentially higher / ease of use by some families.

We have sought advice from professionals in paediatrics, neonatal and postnatal units, midwifery and health visiting workforce and whilst there were no immediate safety concerns raised, the advice was to replace the digital ear thermometer with a digital under-arm thermometer when the stocks run out as this is more versatile and suitable from birth but can still be used by other family members.

As of 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer.

Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

I hope that you find my reply helpful.

**From:** [REDACTED]  
**Sent:** 31 March 2021 11:59  
**To:** [REDACTED]  
**Subject:** RE: Faulty thermometer

How's this?

---

Dear [REDACTED],

Thank you for your email of 30 March 2021 to the Scottish Government expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. I have been asked to respond as the appropriate policy officer.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

I was sorry to hear about your experience and can fully understand your wish to raise these concerns with the Scottish Government. As of 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer. We had been planning to change the thermometers as part of re-procurement of the current Baby Box contract from April 2022 onwards. However, we have had to bring this date forward due to the global restrictions on the supply of one of the key components of the digital ear thermometer, as a result of the COVID-19 pandemic.

Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

I hope that you find my reply helpful.

**From:** [REDACTED]  
**Sent:** 30 March 2021 16:38  
**To:** [REDACTED]  
**Subject:** RE: Faulty thermometer

Great thanks happy to have a look once you have a chance to draft [REDACTED]

**From:** [REDACTED]  
**Sent:** 30 March 2021 16:37  
**To:** [REDACTED]; [REDACTED]  
**Subject:** RE: Faulty thermometer

Yeah, will do

**From:** [REDACTED]  
**Sent:** 30 March 2021 16:36  
**To:** [REDACTED]; [REDACTED]  
**Subject:** RE: Faulty thermometer

Thanks [REDACTED] are you happy to draft a response?  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 30 March 2021 16:34  
**To:** [REDACTED]; [REDACTED]  
**Subject:** FW: Faulty thermometer

FYI

**From:** [REDACTED] **On Behalf Of** Comms Parent Club  
**Sent:** 30 March 2021 11:41  
**To:** [REDACTED]  
**Subject:** FW: Faulty thermometer

Hi [REDACTED],

Please see below – let me know if I should share this with anyone else as well?

Thanks,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 30 March 2021 11:01  
**To:** Comms Parent Club <[Parentclub@gov.scot](mailto:Parentclub@gov.scot)>  
**Subject:** Faulty thermometer

Hi there,

I just wanted to bring to your attention that the ear thermometer that we received in our baby box last October doesn't seem to be working. Our older child has had a temperature a couple of times in the past few months but the reading on the ear thermometer showed a normal temperature. As he felt warm to the touch we checked him using another thermometer which we had in the house (the type that goes in the armpit) and that one confirmed that he did, in fact, have a fever.

As I mentioned, we do have another thermometer which we can use, but this might cause problems for parents and babies in households that don't have an alternative.

Just thought I'd better flag it up.

Kind regards,

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 23 July 2021 09:27  
**To:** [REDACTED]; [REDACTED]  
**Subject:** Re: Feedback from GP re baby box : thermometers

Good morning [REDACTED],

Thank you for your response and for copying in [REDACTED]'s email. I was delighted to hear that this change in thermometer type has already happened. Could I ask please whether all the previously supplied ear thermometers have been recalled and replaced with the new safer, more reliable option? There must be 10's of thousands of mums in Scotland (like my 2 daughters) still using the old ones, completely unaware of the dangers.

Kind regards,

[REDACTED]

t [REDACTED] m [REDACTED]

On 2021-07-08 13:34, [REDACTED] wrote:

Good Afternoon,

Thank you for your feedback submitted via the NHS inform website.

Please find a reply from the relevant Scottish Government policy officer within the email below.

Kind Regards,

[REDACTED].

**From:** [REDACTED]  
**Sent:** 07 July 2021 16:55  
**To:** [REDACTED]  
**Subject:** FW: RSB Feedback re baby box

*Thank you for your email of 6 June 2021 to NHS Inform expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. Your correspondence has been forwarded to the Scottish Government and I have been asked to respond as the appropriate policy officer.*

*At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.*

*As part of the ongoing process of reviewing of the box and contents, and in light of feedback from health professionals and families, we replaced the Digital Ear Thermometer that has been supplied in the Baby Box with a Digital Underarm Thermometer from 25 February 2021.*

*Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.*

*I hope that you find my reply helpful.*

Regards,

[REDACTED]

[REDACTED]– [REDACTED]

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**PlayTalkRead** - have fun from day one! <http://twitter.com/playtalkread> <http://www.playtalkread.scot>

Timestamp:

6/21/2021 5:11:25 PM

Url:

<https://www.nhsinform.scot/ready-steady-baby/pregnancy/preparing-for-parenthood/baby-box>

User Agent:

Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_15\_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/14.1.1 Safari/605.1.15

Device Type:

Desktop

Email:

[REDACTED]

Message:

I'm a retired GP and NHS clinical manager. I have 8 grandchildren so have experience of using the cheap digital thermometer supplied in the Baby box. In my view it is dangerous. It is too unreliable giving inaccurate readings of a Braun

Thermoscan. This will give parents & any NHS advisors a false sense of security. The NHS site actually recommends the use of underarm digital thermometers a better option if cost is the issue. Please pass on my concerns to those who can check up on this.

[REDACTED]

Digital Content  
Designer

M: [REDACTED]

E: [REDACTED]



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**From:** [REDACTED]

**Sent:** 07 July 2021 16:55

**To:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

**Subject:** FW: RSB Feedback re baby box

Hi [REDACTED],

Thanks for forwarding on the email about the Baby Box thermometer, we actually changed from a digital ear thermometer to an underarm thermometer in February. I've drafted a reply to the correspondent below, are you happy to forward on or would you prefer I respond direct?

*Thank you for your email of 6 June 2021 to NHS Inform expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. Your correspondence has been forwarded to the Scottish Government and I have been asked to respond as the appropriate policy officer.*

*At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.*

*As part of the ongoing process of reviewing of the box and contents, and in light of feedback from health professionals and families, we replaced the Digital Ear Thermometer that has been supplied in the Baby Box with a Digital Underarm Thermometer from 25 February 2021.*

*Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.*

*I hope that you find my reply helpful.*

Regards,  
[REDACTED]

[REDACTED]– [REDACTED]

**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



**PlayTalkRead** - have fun from day one! <http://twitter.com/playtalkread> <http://www.playtalkread.scot>

**From:** [REDACTED]  
**Sent:** 07 July 2021 15:52  
**To:** [REDACTED]  
**Subject:** RE: RSB Feedback re baby box

Okay will do, I've drafted a couple of responses below, one from us and one from NHS inform.

### **SG Response.**

Thank you for your email of 6 June 2021 to NHS Inform expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. Your correspondence has been forwarded to the Scottish Government and I have been asked to respond as the appropriate policy officer.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

As part of the ongoing process of reviewing of the box and contents we engaged with professionals in paediatrics, neonatal and postnatal units, midwifery and health visiting workforce and they advised we replace the digital ear thermometer with a digital under-arm

thermometer when the stocks run out as this is more versatile and suitable from birth but can still be used by other family members.

As of 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer.

Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

I hope that you find my reply helpful.

### **NHS Inform Response**

Thank you for your email of 6 June 2021 to the NHS Inform expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. I have contacted the relevant team in the Scottish Government on your behalf and they have provided the below information.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

As part of the ongoing process of reviewing of the box and contents we engaged with professionals in paediatrics, neonatal and postnatal units, midwifery and health visiting workforce and they advised we replace the digital ear thermometer with a digital under-arm thermometer when the stocks run out as this is more versatile and suitable from birth but can still be used by other family members.

As of 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer.

I hope that you find this reply helpful

**From:** [REDACTED]

**Sent:** 07 July 2021 13:41

**To:** [REDACTED]

**Subject:** RE: RSB Feedback re baby box

Thanks [REDACTED], don't mind, you can check with [REDACTED] to see if she's happy to reply with the line from you.

[REDACTED]

**From:** [REDACTED]

**Sent:** 07 July 2021 12:27

**To:** [REDACTED]

**Subject:** RE: RSB Feedback re baby box

Thanks [REDACTED], read it too quickly. Just wanting to check are you wanting me to respond to [REDACTED] at NHS Inform so that she can pass on or to respond direct to the correspondent?

**From:** [REDACTED]  
**Sent:** 07 July 2021 14:47  
**To:** [REDACTED]  
**Subject:** FW: RSB Feedback re baby box

Hey,

I've drafted a couple of responses can you check they make sense.

Thanks,  
[REDACTED]

### **SG Response.**

Thank you for your email of 6 June 2021 to NHS Inform expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. Your correspondence has been forwarded to the Scottish Government and I have been asked to respond as the appropriate policy officer.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

As part of the ongoing process of reviewing of the box and contents we engaged with professionals in paediatrics, neonatal and postnatal units, midwifery and health visiting workforce and they advised we replace the digital ear thermometer with a digital under-arm thermometer when the stocks run out as this is more versatile and suitable from birth but can still be used by other family members.

As of 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer.

Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

I hope that you find my reply helpful.

### **NHS Inform Response**

Thank you for your email of 6 June 2021 to the NHS Inform expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. I have contacted the relevant team in the Scottish Government on your behalf and they have provided the below information.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

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thermometer when the stocks run out as this is more versatile and suitable from birth but can still be used by other family members.

As of 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer.

**From:** [REDACTED]  
**Sent:** 07 July 2021 13:41  
**To:** [REDACTED]  
**Subject:** RE: RSB Feedback re baby box

Thanks [REDACTED], don't mind, you can check with [REDACTED] to see if she's happy to reply with the line from you.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 07 July 2021 12:27  
**To:** [REDACTED]  
**Subject:** RE: RSB Feedback re baby box

Thanks [REDACTED], read it too quickly. Just wanting to check are you wanting me to respond to [REDACTED] at NHS Inform so that she can pass on or to respond direct to the correspondent?

**From:** [REDACTED]  
**Sent:** 06 July 2021 17:10  
**To:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: RSB Feedback re baby box

Thanks [REDACTED] it will be worth checking as the correspondent seems to suggest that an underarm thermometer would be better so they might be referring to the historic thermometers,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 06 July 2021 16:30  
**To:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: RSB Feedback re baby box

Hi [REDACTED],

We changed to an underarm thermometer in December, so think it more likely they are referring to that one rather than the previous digital ear thermometer.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 06 July 2021 16:07

**To:** [REDACTED]

**Cc:**[REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]**Subject:** RE: RSB Feedback re baby box

Thanks [REDACTED],

I am well thanks, coping OK with the holidays so far. The main problem is remembering where we're sending the children each morning.

Thanks, have you been sent correspondence from NHS 24 before? Do we normally issue a reply. We are changing the thermometer in the Box to an underarm thermometer so would have a positive response to this one.

[REDACTED], [REDACTED], could you draft something and we could maybe send it back to [REDACTED] from the chain below?

[REDACTED]

Parenting, Play, and Baby Boxes | Improving Health & Wellbeing Division | [REDACTED]

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[www.parentclub.scot/](http://www.parentclub.scot/)

**From:** [REDACTED]

**Sent:** 06 July 2021 15:45

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** FW: RSB Feedback re baby box

Hi [REDACTED],

Hope you're ok and coping with the summer hols juggle! We've been sent the below from NHS 24 re the BB thermometer so am just passing it along to make you aware.

Thanks

[REDACTED].

**From:** [REDACTED]

**Sent:** 06 July 2021 14:57

**To:**[REDACTED]; [REDACTED]

**Cc:** [REDACTED]; [REDACTED]

**Subject:** RSB Feedback re baby box

Hi [REDACTED] and [REDACTED],

I hope you are both well.

Please find below feedback received via NHS inform's 'How can we improve this page' feedback form regarding the thermometer in the baby box.

Kind Regards,  
[REDACTED]

Timestamp:  
6/21/2021 5:11:25 PM

Url:  
<https://www.nhsinform.scot/ready-steady-baby/pregnancy/preparing-for-parenthood/baby-box>

User Agent:  
Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_15\_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/14.1.1 Safari/605.1.15

Device Type:  
Desktop

Email:  
[REDACTED]

Message:  
I'm a retired GP and NHS clinical manager. I have 8 grandchildren so have experience of using the cheap digital thermometer supplied in the Baby box. In my view it is dangerous. It is too unreliable giving inaccurate readings cf a Braun Thermoscan. This will give parents & any NHS advisors a false sense of security. The NHS site actually recommends the use of underarm digital thermometers a better option if cost is the issue. Please pass on my concerns to those who can check up on this.

[REDACTED]  
Digital Content  
Designer

M: [REDACTED]

E: [REDACTED]



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error or there are any problems please notify the originator immediately. The unauthorised use, disclosure, copying or alteration of this message is strictly forbidden.

---

**From:** [REDACTED]  
**Sent:** 12 July 2021 16:13  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hi [REDACTED],

I agree I don't think we have anything further to add and don't think we need to respond.

[REDACTED]  
**From:** [REDACTED]  
**Sent:** 12 July 2021 16:08  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hiya,

We've had another response but I don't think there's really anything else we can add to what we've already said. If you'd like me to get back to her again do let me know.

If safety was top priority then an investigation into why so many thermometers are wrong would be done but it's not.

Best wishes,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 14:33  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hi [REDACTED],

Please see below suggested response.

The Digital Ear Thermometer supplied in the Baby Box was replaced with a Digital Underarm Thermometer on 25 February 2021. This was based on professional medical advice in relation to versatility and ease of use of digital thermometers by families. There were no safety concerns with the in-ear thermometer and the professional advice did not recommend the discontinuation or recall of the digital ear thermometers.

We will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved. This includes seeking feedback from parents who have received a box as well as longer-term research to measure a number of outcomes. I can assure you that the safety of the box and contents is our top priority.

If you have any additional questions or concerns you should contact our Baby Box Managing Agent, APS Group (Scotland) [REDACTED] or phone [REDACTED]

I wouldn't want to put a note on ParentClub advising people they can swap as this could massively impact on budgets and don't think there is any need to unnecessarily concern parents.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 13:04  
**To:** [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hi [REDACTED],

I was just going to go back with this now

We replaced the Digital Ear Thermometer that was supplied in the Baby Box with a Digital Underarm Thermometer. This was based on professional medical advice in relation to versatility and ease of use of digital thermometers by families and there were no concerns with the in-ear thermometer. The professional advice did not recommend the discontinuation of the digital ear thermometer.

We had been planning to change the thermometers as part of re-procurement of the current Baby Box contract from April 2022 onwards. However, we had to bring this date forward due to the global restrictions on the supply of one of the key components of the digital ear thermometer, as a result of the COVID-19 pandemic.

I wouldn't want to put a note on ParentClub advising people they can swap as this could massively impact on budgets and don't think there is any need to unnecessarily concern parents.

**From:** [REDACTED]  
**Sent:** 12 July 2021 13:24  
**To:** [REDACTED]  
**Subject:** FW: Baby Box thermometer

Can you do me a favour and pull out some lines on the below red text.

**From:** [REDACTED]  
**Sent:** 12 July 2021 13:18  
**To:** [REDACTED]  
**Subject:** RE: Baby Box thermometer

Thanks [REDACTED], couple of tweaks to simplify, I don't think we need to mention the re-procurement.

Thanks  
[REDACTED]  
**From:** [REDACTED]  
**Sent:** 12 July 2021 13:42  
**To:** [REDACTED]  
**Subject:** RE: Baby Box thermometer

Thanks [REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 13:04  
**To:** [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hi [REDACTED],

I was just going to go back with this now

The Digital Ear Thermometer supplied in the Baby Box was replaced with a Digital Underarm Thermometer on Xdate. This was based on professional medical advice in relation to versatility and ease of use of digital thermometers by families. There were no safety concerns with the in-ear thermometer and the professional advice did not recommend the discontinuation or recall of the digital ear thermometers.

Can we add a line about our ongoing commitment to monitoring and reviewing and also something about safety being the top priority (from our core brief). Can we then direct them to APS helpline for any additional questions or concerns they might have.

~~We had been planning to change the thermometers as part of re-procurement of the current Baby Box contract from April 2022 onwards. However, we had to bring this date forward due to the global restrictions on the supply of one of the key components of the digital ear thermometer, as a result of the COVID-19 pandemic.~~

I wouldn't want to put a note on ParentClub advising people they can swap as this could massively impact on budgets and don't think there is any need to unnecessarily concern parents.

**From:** [REDACTED]  
**Sent:** 12 July 2021 13:04  
**To:** [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hi [REDACTED],

I was just going to go back with this now

The Digital Ear Thermometer supplied in the Baby Box was replaced with a Digital Underarm Thermometer on Xdate. This was based on professional medical advice in relation to versatility and ease of use of digital thermometers by families. There were no safety concerns with the in-ear thermometer and the professional advice did not recommend the discontinuation or recall of the digital ear thermometers.

Can we add a line about our ongoing commitment to monitoring and reviewing and also something about safety being the top priority (from our core brief). Can we then direct them to APS helpline for any additional questions or concerns they might have.

~~We had been planning to change the thermometers as part of re-procurement of the current Baby Box contract from April 2022 onwards. However, we had to bring this date forward due to the global restrictions on the supply of one of the key components of the digital ear thermometer, as a result of the COVID-19 pandemic.~~

I wouldn't want to put a note on ParentClub advising people they can swap as this could massively impact on budgets and don't think there is any need to unnecessarily concern parents.

**From:** [REDACTED]  
**Sent:** 12 July 2021 12:47  
**To:** [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hi [REDACTED]

Let me know if you want to chat. We have some clear lines on this – the professional medical advice was not that there was any danger and they should be replaced immediately but that the under-arm thermometer were preferred for ease of use and that this was a recommendation for future Baby box (which we now implemented)

Thanks  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 12:44  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]

**Subject:** RE: Baby Box thermometer

Hiya,

I'm afraid we've had a further response:

So you have admitted there is a problem so why are you still allowing parents to use these without warning. They are extremely dangerous and inaccurate. They need to be recalled!

While this isn't ideal, is there a more official channel she can go through with her complaint rather than the Parent Club Facebook page? Or can we say that the ear thermometer was replaced by the under arm thermometer on the advice of health professionals because it's easier to use, rather than because it's faulty or because people were using it incorrectly? Or can we put a note on the Baby Box page saying that the old thermometer is fine but if you're not happy with it you can swap it for a new one? But I guess that could have quite a budget impact.

Sorry about all the to and fro with messages!

Many thanks,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 11:52  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hi [REDACTED],

Yes, happy for you to issue below response. I can't access the below link. We have no plans to recall the thermometers, we have had a small amount of negative feedback of the thermometers but some of this we suspect is down to user error, we have also had a lot of positive feedback.

[REDACTED]  
**From:** [REDACTED]  
**Sent:** 12 July 2021 10:49  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hiya,

Our lady on Facebook is asking can we recall the thermometer?

No thank you I do not wish for a replacement. Multiple people have had issues with this thermometer and I really feel like they should be recalled as they are a danger.

She also sent a link to this article: [EXCLUSIVE: Emails show repeated concerns about risk of 'misleading readings' from Scotland's baby box ear thermometers \(pressandjournal.co.uk\)](https://www.pressandjournal.co.uk/news/exclusive-emails-show-repeated-concerns-about-risk-of-misleading-readings-from-scotland-s-baby-box-ear-thermometers)

[REDACTED] sent me a response you sent out earlier, are you happy for me to send this to her:

Hi [REDACTED],

We appreciate your concerns – here's the response from the policy officer who looks after the Baby Box:

“At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life. As part of the ongoing process of reviewing of the box and contents, and in light of feedback from health professionals and families, we replaced the Digital Ear Thermometer that has been supplied in the Baby Box with a Digital Underarm Thermometer from 25 February 2021. Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved. I hope that you find my reply helpful.”

If you'd like to replace the ear thermometer with the underarm thermometer please get in touch with APS and they'll arrange this for you.

Is there anything happening about recalling the old thermometers? Or letting people know they may not be 100% accurate?

Many thanks,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 09:45  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Thanks [REDACTED], yes happy with your response.

[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 09:28  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Thanks [REDACTED], I'll let her know. Are you happy with the following response:

Thank you for getting in touch, I'm so sorry to hear that your wee one has been poorly, and that the thermometer wasn't working properly. You can of course get a replacement. Please contact APS on [REDACTED] or call [REDACTED]

Best wishes,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 09:24  
**To:** [REDACTED]; [REDACTED]

**Cc:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Hi,

Yeah, we would ask them to contact APS so that they can arrange to send out a replacement.

Thanks,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 08:59  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

I think we would normally ask them to contact APS rather than requesting their address but [REDACTED] will advise,  
Thanks  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 08:50  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Thank you! In the meantime shall I let her know that we'll send her a new one and get her address?

Many thanks,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 08:45  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]; [REDACTED]  
**Subject:** RE: Baby Box thermometer

Thanks [REDACTED], this looks like the previous version of the thermometer.  
[REDACTED] – can you liaise with APS in terms of replacement,

Many thanks  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 12 July 2021 08:37  
**To:** [REDACTED]; [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** Baby Box thermometer

Hiya,

I'm afraid we've had a complaint on Facebook about the Baby Box thermometer not working:

There is a severe issue with the baby monitor from your box. The temperature on it is completely wrong and if I had gone by your thermometer then I would have thought my 6 month old daughter only had a slight temperature when actually she had a horrendously high temperature and a raging infection. I'm not the only one to find this either.



I haven't replied to her yet as wasn't sure what the best option was – can she get a replacement?

Many thanks,  
[REDACTED]

[REDACTED] (she/her) | Content Manager | Parent Club | Marketing, Insight, Brand  
Scotland & Internal Communications

Scottish Government | 3WR, St Andrew's House | Regent Road | Edinburgh | EH1 3DG  
Tel [REDACTED]

I work Mondays, Tuesdays and Thursdays.

---

**From:** [REDACTED]

**Sent:** 01 September 2021 18:06

**To:** [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** RE: Feedback from GP re baby box : thermometers

Hello [REDACTED]

Yes content thanks

Regards

[REDACTED]

[REDACTED]  
Senior Medical Advisor  
Paediatrics

Sent with BlackBerry Work ([www.blackberry.com](http://www.blackberry.com))

---

**From:** [REDACTED]  
**Sent:** 1 Sep 2021 16:57  
**To:** [REDACTED]  
**Cc:** [REDACTED]; [REDACTED]  
**Subject:** FW: Feedback from GP re baby box : thermometers

Hi [REDACTED],  
Please see email chain below detailing correspondence with a member of the public about the thermometer that was previously provided in Scotland's Baby Box. As you will be aware, on 25 February 2021 we replaced the Digital Ear Thermometer that has been supplied in the Baby Box to date with a Digital Underarm Thermometer.  
I have provided [REDACTED] most recent correspondence and my suggested draft response below.  
Grateful if you could let me know if you're content.  
Thanks,  
[REDACTED]

---

Dear [REDACTED],  
Thank you for your email.  
As part of an ongoing review of the Baby Box and Contents by government officials and health professionals it was identified that an underarm thermometer was more versatile and easy to use than a digital ear thermometer and could be used by the whole family. There were no safety issues or concerns identified regarding the digital ear thermometer and therefore we have no plans to recall these thermometers.  
An independent evaluation of Scotland's Baby Boxes conducted by IPSOS MORI and published on 13 August. I have attached a link below for ease.  
[Baby Box: evaluation - research findings - gov.scot \(www.gov.scot\)](http://www.gov.scot)  
Thank you for your correspondence on this matter.  
Kind regards  
**From:** [REDACTED]  
**Sent:** 31 August 2021 16:35

**To:** [REDACTED]

**Cc:** [REDACTED]

**Subject:** RE: Feedback from GP re baby box : thermometers

Many thanks for this [REDACTED].

Could you please draft a short response addressing the points below, namely that we are not aware of any safety issues relating to the ear digital thermometers provided in the Baby Boxes previously and therefore we have no immediate plans to recall these thermometers. I will then run this past [REDACTED] and others, many thanks.

[REDACTED]

**From:** [REDACTED]>

**Sent:** 31 August 2021 10:35

**To:** [REDACTED]

**Subject:** FW: Feedback from GP re baby box : thermometers

As discussed.

**From:** [REDACTED]>

**Sent:** 20 August 2021 13:45

**To:** [REDACTED]

**Subject:** Re: Feedback from GP re baby box : thermometers

Dear [REDACTED],

Thank you for your prompt reply in relation to the change of thermometer type in the baby boxes.

You state that : "This decision was based on the professional medical advice in relation to **versatility and ease of use** of digital thermometers by families". It is therefore contradictory to suggest that efficiency was not a concern, if they are difficult to use in babies and small children!

You also have not answered my query about whether the SG is planning to retrospectively replace the inadequate ear thermometers, provided to parents up until Feb 2021, with the digital under-arm thermometers.

At the very least, parents need to be alerted to the thermometer problems and given insight into why you decided to switch to a new more reliable type.

I look forward to hearing from you about this.

Kind regards,

[REDACTED]

On 2021-08-20 12:36, [REDACTED] wrote:

Dear [REDACTED],

Thank you for your email in relation to Scotland's Baby Box.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every

family with a newborn has access to essential items needed in the first six months of a child's life.

Further to my colleague [REDACTED]'s email of 8 July 2021, as part of the ongoing process of reviewing the Baby Box and contents, we replaced the digital ear thermometer with a digital under-arm thermometer from 25 February 2021 as this is more versatile and suitable from birth, but can still be used by other family members.

This decision was based on the professional medical advice in relation to versatility and ease of use of digital thermometers by families, there were no concerns with the efficiency of the in-ear thermometer.

We will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

Kind regards,

[REDACTED]

**Parenting, Play and Baby Boxes | Improving Health & Wellbeing Division | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ**



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**From:** [REDACTED]

**Sent:** 20 August 2021 12:21

**To:** [REDACTED]

**Subject:** RE: Feedback from GP re baby box : thermometers

Thank you, this looks great. I've added in a tiny bit. What do you think?

Dear [REDACTED],

Thank you for your email in relation to Scotland's Baby Box.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

Further to my colleague [REDACTED]'s email of 8 July 2021, as part of the ongoing process of reviewing the Baby Box and contents, we replaced the digital ear thermometer with a digital under-arm thermometer from 25 February 2021 as this is more versatile and suitable from birth, but can still be used by other family members.

This decision was based on the professional medical advice in relation to versatility and ease of use of digital thermometers by families, there were no concerns with the efficiency of the in-ear thermometer.

We will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

Kind regards,

**From:** [REDACTED]  
**Sent:** 20 August 2021 12:02  
**To:** [REDACTED]  
**Subject:** RE: Feedback from GP re baby box : thermometers

Dear [REDACTED],

Thank you for your email in relation to Scotland's Baby Box.

At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.

Further to my colleague [REDACTED]'s email of 8 July 2021, we replaced the Digital Ear Thermometer that is supplied in the Baby Box with a Digital Underarm Thermometer on 25 February 2021. This decision was based on the professional medical advice in relation to versatility and ease of use of digital thermometers by families and there are no immediate concerns with the in-ear thermometer or any of the current Baby Box contents.

We had been planning to change the thermometers as part of re-procurement of the current Baby Box contract from April 2022 onwards. However, we had to bring this date forward due to the global restrictions on the supply of one of the key components of the digital ear thermometer, as a result of the COVID-19 pandemic.

We will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.

Kind regards,

**From:** [REDACTED]  
**Sent:** 20 August 2021 10:12  
**To:** [REDACTED]  
**Subject:** FW: Feedback from GP re baby box : thermometers

**From:** [REDACTED]

**Sent:** 19 August 2021 16:37

**To:** [REDACTED]; [REDACTED]

**Subject:** Re: Feedback from GP re baby box : thermometers

Good afternoon,

I have not as yet received a reply to my email below sent nearly 4 weeks ago. I do feel very strongly that all parents with children who were given an inadequate ear thermometer in their baby box should be alerted and have them all replaced soon. If I do not hear from you shortly then I may feel obligated to alert the media to the problem.

Kind regards,

[REDACTED]

On 2021-07-23 09:26, [REDACTED] wrote:

Good morning [REDACTED],

Thank you for your response and for copying in [REDACTED]'s email. I was delighted to hear that this change in thermometer type has already happened. Could I ask please whether all the previously supplied ear thermometers have been recalled and replaced with the new safer, more reliable option? There must be 10's of thousands of mums in Scotland (like my 2 daughters) still using the old ones, completely unaware of the dangers.

Kind regards,

Dr [REDACTED]

t [REDACTED] m [REDACTED]

On 2021-07-08 13:34, [REDACTED] wrote:

Good Afternoon,

Thank you for your feedback submitted via the NHS inform website.

Please find a reply from the relevant Scottish Government policy officer within the email below.

Kind Regards,

[REDACTED].

**From:** [REDACTED]  
**Sent:** 07 July 2021 16:55  
**To:** [REDACTED]  
**Subject:** FW: RSB Feedback re baby box

*Thank you for your email of 6 June 2021 to NHS Inform expressing your concerns about the digital ear thermometer supplied in Scotland's Baby Box. Your correspondence has been forwarded to the Scottish Government and I have been asked to respond as the appropriate policy officer.*

*At its heart, Scotland's Baby Box strongly signals our determination that every child, regardless of their circumstances, should get the best start in life by ensuring that every family with a newborn has access to essential items needed in the first six months of a child's life.*

*As part of the ongoing process of reviewing of the box and contents, and in light of feedback from health professionals and families, we replaced the Digital Ear Thermometer that has been supplied in the Baby Box with a Digital Underarm Thermometer from 25 February 2021.*

*Thanks again for bringing this to our attention, we will continue to evaluate how Scotland's Baby Box is helping families and continue to monitor how it can be improved.*

*I hope that you find my reply helpful.*

Regards,

[REDACTED]

[REDACTED] – [REDACTED]

**Baby Boxes, Parenting and Play | Improving Health and Wellbeing | Area 2B - South | Victoria Quay | Edinburgh | EH6 6QQ | T: [REDACTED]**



PlayTalkRead - have fun from day one! <http://twitter.com/playtalkread>  
<http://www.playtalkread.scot>

Timestamp:

6/21/2021 5:11:25 PM

Url:

<https://www.nhsinform.scot/ready-steady-baby/pregnancy/preparing-for-parenthood/baby-box>

User Agent:

Mozilla/5.0 (Macintosh; Intel Mac OS X 10\_15\_7) AppleWebKit/605.1.15 (KHTML, like Gecko) Version/14.1.1 Safari/605.1.15

Device Type:

Desktop

Email:

[REDACTED]

Message:

I'm a retired GP and NHS clinical manager. I have 8 grandchildren so have experience of using the cheap digital thermometer supplied in the Baby box. In my view it is dangerous. It is too unreliable giving inaccurate readings of a Braun Thermoscan. This will give parents & any NHS advisors a false sense of security. The NHS site actually recommends the use of underarm digital thermometers a better option if cost is the issue. Please pass on my concerns to those who can check up on this.

[REDACTED]

Digital Content Designer

M: [REDACTED]

E: [REDACTED]



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