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REF: B/279/22a/65/2025

19th May 2025

Bulawayo Island Hospice SVS,
Bulawayo Island Hospice
2 George Silundika Avenue,
Bulawayo

ATTENTION: Mandaza Venah

Dear Madam,

**RE: ROUTINE INSPECTION OF PREMISES - BULAWAYO ISLAND HOSPICE
SVS, BULAWAYO ISLAND HOSPICE, 2 GEORGE SILUNDIKA AVENUE,
BULAWAYO.**

The inspection of the above-named premises on the 2nd of May 2025, refers.

Appended is an inspection report for your noting and comments.

Yours faithfully,

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

.....


A. Verenga (Ms.)

For: **DIRECTOR-GENERAL**

/cm



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR INDUSTRIAL CLINIC –ROUTINE

BULAWAYO ISLAND HOSPICE SVS, BULAWAYO ISLAND HOSPICE, 2 GEORGE SILUNDIKA AVENUE, BULAWAYO.

Licensee: Bulawayo Island Hospice SVS
Class of Clinic: Class D
Covering Doctor: Dr. N. Mujuru
Nurse in Charge: Mandaza Venah (RGN)
Inspection Date: 2nd of May, 2025
Inspector: Brighton Chinhongo and Chenesai Mberi
Type of inspection: Routine

Key

Italics: Shortcomings noted during inspection
Bold: Issues noted during re-inspection and sub-headings
Regular: The rest of the body of the inspection

1.0 Preamble

This was a routine inspection of a licensed industrial clinic. The premises were last inspected on the 15th of September 2023, and the following shortcomings were observed.

- i. Record of transactions for Dangerous Drugs were not made within the stipulated timelines and there were major discrepancies between physical and recorded quantities in the Dangerous Drugs register.
- ii. Unauthorised personnel had access to the Dangerous Drugs cupboard in the absence of the general nurse.
- iii. There were no measuring cylinders on the day of inspection.
- iv. There was one counting tray.
- v. The dispensing register was not capturing name of manufacturer for the dispensed medicine.
- vi. There were no copies of legislation at the premises.

1.1 Suitability of Premises

The premises were purpose-built for a clinic. There was a waiting area with chairs before clients entered the consultation room. There was one consultation

room which also served as a dispensary and a pharmacy. The premises were generally in clean and tidy condition with suitable and effective means of natural and artificial lighting and ventilation. Medicines were protected from direct light and moisture. Medicines were stored in the pharmacy and dispensary out of reach of the general public.

All working surfaces, cupboards and shelves were finished with smooth, impervious and washable material and maintained in a good state of repair. The floors were made up of wooden tiles. There was a resident doctor on the premises.

There was one (1) resident medical doctor, one (1) registered general nurse and one (1) relief nurse. The toilets were easily accessible within the premises and were clean and in good working order.

1.2 Dispensary

Dispensing was being done from the sister's consultation room which was lockable and had metal grills.

1.3 Equipment

1. There was adequate space for dispensing and similar operations.
 2. Medicines were being dispensed from the pharmacy.
 3. There was a separate handwash basin in the dispensary with provisions for running hot and cold water.
 4. There were two (2) counting trays and spatulas available for counting tablets and capsules.
 5. There was one (1) 250ml glass measuring cylinder for internal preparations.
 6. There was a gray single door DEFY refrigerator for storage of cold chain products. However, the fridge was dysfunctional and had no medicines. It was clean and free from mold. There were no food items in the fridge.
- There was solar for power back up in cases of power outage.

1.4 Drug storeroom

There was a dedicated pharmacy for storage of medicines. There was also a consultation room/ dispensary where medicines were dispensed from. This was furnished with shelves with smooth, impervious and washable material and maintained in a good state of repair.

1.5 Cleanliness and Hygiene

The premises were generally clean and tidy, free from accumulated waste and vermin.

1.6 Control of Materials

There were unregistered medicines amongst saleable stock. These medicines were supplied by Natpharm. There were invoices to account for the purchases

of the medicines. There was use of Goods Received Vouchers (GRVs) for the medicines which were from Natpharm. There were no expired medicines found amongst the saleable stock. The expired stocks were quarantined separately. Stock rotation was based on a FEFO concept. The medicines found on the premises were within the scope of their licence. Periodic stock reconciliation by physical count was being done monthly to check expired medicines.

There was a fixed and lockable dangerous drug cupboard. There were stocks for Morphine 10mg tablets. These were tallying with the register balance. There were no cancellations and obliterations in the dangerous drug register.

1.7 Prescription records

There was the use of a manual dispensary book for capturing prescription records. The dispensary book captured repeats. The dispensing book offered traceability of a given example of a medicine to a particular patient. Sufficient patient details were captured during dispensing of medicines. One (1) dispensed medicine label was printed, and it had all details.

1.8 Reference books

The following reference texts were found on the premises on the day of the inspection;

1. EDLIZ 2020 Edition
2. ART Guidelines 2022 Edition

The supervisor was advised to acquire BNF latest copies of the reference materials.

1.9 Legislation

Copies of all the current, relevant, and complete sets of statutes were available as soft copies on the day of inspection.

1.10 Security

There were burglar bars on all the windows and metal grills to the entrances to the clinic and the pharmacy. There were 24-hour security guards manning the premises.

For the observations the reference numbers given below in the right hand column refer to the relevant references of the Medicines and Allied Substances Control Act, Medicines and Allied Substances Control Regulations and Good Dispensing or Good Wholesaling Guidelines. Observations are classified into the categories "Critical", "Major", "Other (Minor)"

- 2.1 Critical observations are those observations that pose a great risk to the general public
- 2.2 Major observations are those observations which pose considerable risk to the public
- 2.3 Minor observations are those observations which pose minimal risk to the public but

are still contraventions to the statutory instruments and departure from the guidelines.

<i>Nr</i>	<i>Observations</i>	<i>Ref</i>
	Critical	
1.	None	
	Major	
1.	None	
	Minor	
1.	None	

3.0 Recommendations

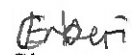
1. This was a generally satisfactory inspection.

Inspector: Brighton Chinhongo
Name


Signature

14/05/2025
Date

Co- inspector: Chenesai Mberi
Name


Signature

14/05/2025
Date

Reviewed by: Martha Mwatseteza
Name


Signature

14/05/2025
Date