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REF: B/279/22/384/2025

30th April 2025

Thiago Investments (Pvt) Ltd
t/a Thiago Pharmacy,
Shop 2, Smart CM,
Robert Mugabe Way,
Gweru

ATTENTION: Mr. Tafadzwa Sukwe

Dear Sir,

**RE: NEW PREMISES INSPECTION OF THIAGO INVESTMENTS (PVT) LTD
T/A THIAGO PHARMACY, SHOP2, SMART CM, ROBERT MUGABE WAY,
GWERU.**

The inspection of the above premises on the 25th of April 2025 refers.

Appended is an inspection report for noting.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE



S. Shambira (Ms.)
For: **DIRECTOR-GENERAL**
/tc



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Thiago Investments (Pvt) Ltd t/a Thiago Pharmacy, Shop 2, Smart CM Robert Mugabe Way, Gweru.

Applicant: Thiago Investments (Private) Limited

Supervisor: Mr. Tafadzwa Sukwe

Inspection date: 25 April 2025

Inspectors: Trishie Chikerema and Arnold Kunaka

Type of Inspection: New Premises

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 an inspection of a new premises after receiving a complete and satisfactory application. This was a change in ownership from Coolmed Investments (Pvt) Ltd to Thiago Investment (Pvt) Ltd t/a Thiago Pharmacy.

1.1 Suitability of Premises

The premises were generally in a clean and tidy condition with suitable and effective means of natural lighting and ventilation. Artificial lighting was provided for and adequate. Medicines shall be stored on painted wooden and glass shelves that are washable and protected from direct light, moisture, and excessive heat.

The dispensary working space was measured using MCAZ tape #038 and it measured approximately 14.85 m² and this was sufficient to ensure effective and efficient flow of work. All activities in the front shop could be seen from the dispensary. Medicines shall be stored safely out of reach of the public.

All working surfaces, cupboards and shelves were furnished with a smooth, impervious, and washable material and maintained in a good state of repair. The walls were painted white and washable.

The staff complement includes the supervising pharmacist, and four (4) Dispensary assistants.

The toilet facilities were in proximity to the premises and in good working order.

1.2 Equipment

The following was noted:

- a) There was a double stainless-steel sink with provisions for running cold and hot water.
- b) There were two (2) sets of counting trays for counting tablets and capsules.
- c) There were four (4) sets of 100ml measuring cylinders which were labelled for their intended purposes.
- d) There were two (2) set of mortar and pestle.
- e) There was a functional mini-digital platform scale with valid records of calibration.
- f) A grey, HISENSE® top freezer refrigerator for storage of cold chain products was available as well as a functional, calibrated, digital Brannan thermometer.

1.3 Dangerous Drugs

There was a fixed and double lockable Dangerous Drugs (DD) cupboard. There was a bound book with serialized pages for use as Dangerous Drugs register. There were no Dangerous Drugs at the premise on the day of the inspection.

1.4 Cleanliness and Hygiene

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

1.5 Prescription records

DispenseWare® software shall be used for capturing prescriptions. There was provision for daily backup of prescription records onto a five hundred (500) gigabyte external flash stick. A sample dispensed medicine label was printed, and it captured all the necessary information required for traceability.

1.6 Reference books

The following texts were available on the premises on the day of the inspection:

1. BNF 73rd Edition (soft copy)
2. EDLIZ 2015 Edition (soft copy)
3. ART Guidelines 2016 (soft copy)
4. Martindale 36th Edition (soft copy)

1.7 Legislation

Soft copies of all the current, relevant, and complete set of statutes were presented as soft copies as there was provision for internet access of MCAZ registers.

1.8 Security

There were burglar bars on, doors, and security that guards the complex 24/7. However, although they were burglar bars on the top windows, the display windows in the front shop were not reinforced as shown in images 1 and 2 below, inside view and outside view. The supervisor stipulated that the property manager has a preservation policy for aesthetic appeal and architectural uniformity in place preventing them from installing the metal grills on the lower windows as reinforcement. A letter from the property manager was submitted which reiterated the same. It stipulated that the building is manned by security 24/7, hence deemed as adequate security.

Image 1 depicting the front shop with the larger portion of the front window without reinforcement.





Image 2 depicting the glass windows without reinforcement from outside the pharmacy.

1.9 Observations

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)”

- 2.0 Critical observations are those observations that pose a great risk to the general public
- 2.1 Major observations are those observations which pose considerable risk to the public
- 2.2 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>
	<i>Critical</i>	
	<i>None</i>	
	<i>Major</i>	
	<i>None</i>	
	<i>Minor</i>	
	<i>None</i>	

3.0 Recommendations

Issue a retail pharmacy license.

Inspector: T. Chikerema
Name


Signature

30/04/2025
Date

Inspector: A. Kunaka
Name


Signature

30/04/2025
Date

Reviewed by: S. Shambira
Name


Signature

2/05/2025
Date