



106 Baines Avenue
Tel: +263 242 736 981-7
708 255 / 792 165 / 0772 145 191/2/3
Email: mcaz@mcaz.co.zw
Website: www.mcaz.co.zw

P.O. Box 10559
Harare
Zimbabwe

REF: B/279/22/287/2025

27th March 2025

Healthy City (Pvt) Ltd
t/a Healthy City Pharmacy,
3556, 2-6th Avenue, Mbare
Harare

ATTENTION: Mandy Mutonhora

Dear Madam,

RE: NEW PREMISES INSPECTION OF HEALTHY CITY (PVT) LTD T/A HEALTHY CITY PHARMACY, 3556, 2-6TH AVENUE, MBARE, HARARE.

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

Appended is an inspection report for noting.

Yours faithfully,

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

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



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – NEW INSPECTION

Healthy City (Pvt) Ltd T/A Healthy City Pharmacy, 3556, 2-6th Avenue, Mbare Harare

Applicant: Healthy City Pharmacy (Pvt) Ltd

Supervisor: Mandy Mutohora

Inspection date: 25 March, 2025

Inspectors: T. Chikerema and S. Choga

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.

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 in white wooden, washable shelves protected from direct light, moisture, and excessive heat.

The dispensary working space was measured using MCAZ tape #039 and it measured approximately 11.63m² and this was sufficient to ensure effective and efficient flow of work. There was ability to see all activities in the pharmacy. All working surfaces, cupboards and shelves were furnished with a smooth, impervious, and washable material and maintained in a good state of repair.

A double lockable DD cabinet was available, and it was fixed. The walls were painted grey, and washable. The staff complement included one (1) pharmacist and one (1) OTC assistants.

The toilet facilities were within the proximity of the premises and were in good working

order.

1.2 Equipment

The following was noted:

- a) There was a single stainless-steel sink with separate hand wash basin 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 two (2) sets of well labelled 100ml plastic measuring cylinders and two (2) sets of well labelled 50ml plastic measuring cylinders.
- d) There were two (2) sets of labelled mortar and pestle.
- e) There was a functional digital non-calibrated electronic scale.
- f) A single door grey Capri® refrigerator for storage of cold chain products was available. A functional and digital calibrated thermometer was available.

1.3 Dangerous Drugs

A Dangerous Drugs (DD) cabinet was available, and it was double lockable and fixed. A bound and paginated DD register was available.

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. Backing up of prescription records shall be done daily on a one terabyte external hard drive. A sample dispensed medicines label was printed, and it captured all the required information.

1.6 Reference books

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

1. British National Formulary- BNF 83rd Edition (soft copy)
2. EDLIZ 2020 Edition (soft copy)
3. ART Guidelines 2022 (soft copy)
4. Martindale 36th edition (soft copy)

1.7 Legislation

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

1.8 Front Shop

The supervisor was able to see all activities in the pharmacy.

1.9 Security

Metal grills were installed on the door. Burglar bars were installed on the windows.

2.0 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)”

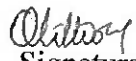
- 2.1 Critical observations are those observations that pose a great risk to the general public
- 2.2 Major observations are those observations which pose considerable risk to the public.
- 2.3 Minor observations are those observations which pose minimal risk to the public but are still contraventions to the statutory instruments and departure from the guidelines.

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

3.0 Recommendations

Issue of a Retail Pharmacy Licence.

Lead-Inspector: T. Chikerema
Name


Signature

27/2/2025
Date

Inspector S. Choga
Name


Signature

27/2/2025
Date

Reviewed by: L.F. Mutevera
Name


Signature

27/2/2025
Date