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REF:B/279/22/278/2025

07 April 2025

The Supervisor
Phoenix Pharmacy (Pvt) Ltd
t/a Chiyedza Pharmacy
31640 Unit G. Makoni Shopping Centre
Chitungwiza

ATTENTION: Ms Mutikani Nyaradzo ,

Dear Madam

**RE: ROUTINE INSPECTION OF LICENCED PREMISES - PHOENIX
PHARMACY (PVT) LTD T/A CHIYEDZA PHARMACY, 31640 UNIT G.
MAKONI SHOPPING CENTRE, CHITUNGWIZA**

The inspection of the above premises on the 18th of March 2025 refers.

Appended is an inspection report for your noting and comments. Could we please have your **written** comments, on a signed official letterhead, **within 7 days** of receipt of this letter.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

.....
A. Verenga (Ms.)

For: **DIRECTOR-GENERAL**

/bc



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – INVESTIGATIVE

PHOENIX PHARMACY T/A CHIYEDZA PHARMACY, 31640 UNIT G. MAKONI SHOPPING CENTRE, MAKONI, CHITUNGWIZA.

Licensee: Phoenix Pharmacy (Pvt) Ltd
Supervisor of record: Mutikani Nyaradzo
Supervisor on day: Fannuel Zinyambi
Inspection Date: 18/03/2025
Inspectors: Brighton Chinhongo and Grace Chinyowa
Type of inspection: Investigative Inspection

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 investigative inspection following a complaint MCAZ 29/2025, which was received at MCAZ wherein the complainant indicated that the pharmacy was selling expired medicines as well as smuggled medicines.

Findings

The pharmacy was visited at around 12:17hrs on the 18th of March 2025. On the day of the inspection, the premises were under the supervision of Mr Fannuel Chinyambi. During the

investigation, medicines were confiscated, whose expiration date had been cut out as shown in the image below:



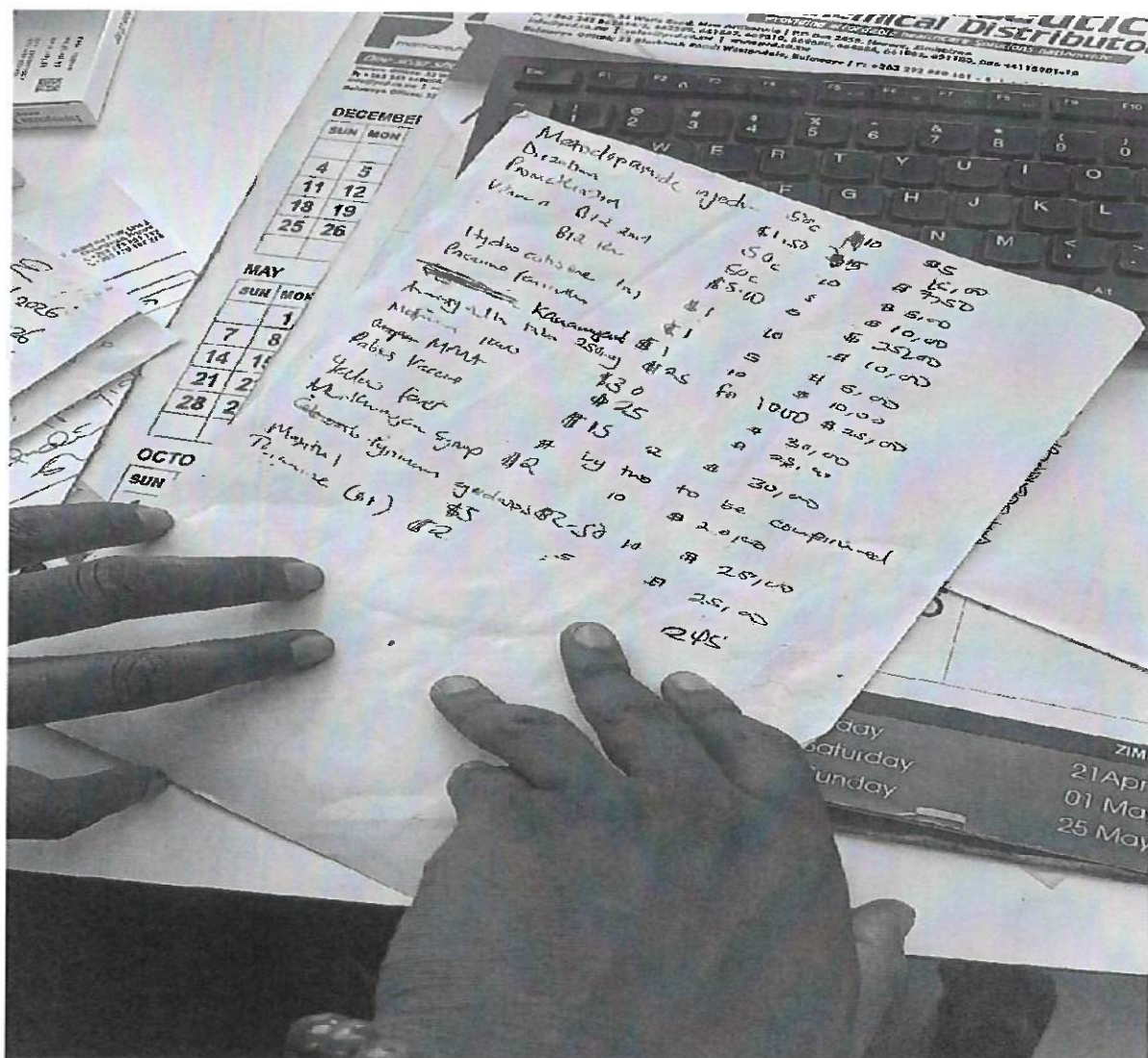
The supervisor was asked to explain why these medicines were uniformly cut, consistently removing the expiry dates of the medicines. The medicines were stored in a box which was in the dispensary, and this box contained multiple tablets as shown below:



The supervisor also could not account for the missing pieces with the expiry dates of these medicines. These tablets were not amongst expired medicines, they were on the dispensary counter. The electronic prescription system was also audited on the day of inspection. The system records tallied with the tablets which were on the shelves, however the system did not account for these tablets with cut- out expiration dates.

{ref: Medicines and Allied Substances Control General Regulations, SI 150 of 1991, Section 51}

The supervisor indicated that due to frequent electricity blackouts, they sometimes made use of a dispensing book. A sheet of paper was noted during the inspection, which the supervisor showed the inspectors, which had handwritten transactions as shown below:



Amongst these records, Pyrimon eyedrops, an unregistered medicine, was noted. We are of the view that the supervisor has a habit of conducting some transactions outside the electronic system as well as the dispensing book.

{ref: Medicines and Allied Substances Control Regulations, S.I. 150 of 1991, Section 29}

Some inappropriate habits were also noted while going through the dispensary book, as shown in the image below:

NAME	MEDIC	DOSE	QTY
CONSENT SAMSCHIRAT BIRUNI ESNAT	Enkanyen Vaguel Chaudh Analogue 10mg HCT EXPOE	QID OD N 100 mg 100 mg 100	12/10 #28
B/OB	Sulphide 4CS X2 Amoxy 21 Amoxy (250) Amoxy 500 Amoxy 500mg m.w.T Didofam 500	1 tds 1/2 sul tds 1 tds 1 tds 1 tds 1 tds	#3 #3 #3 #3 #3 #1
Masculine CATERPILLAR	HYDROCHLOROTHIAZIDE NIFEDIPINE Flunarizine 100mg Amitriptyline 50mg Miconazole Metformin 250mg	100 100 100 100 bd 2 tds	#1 #1 #3 #3 #2 #2
EUGENIE DEURA UNIT 0-0723 134215 Kam BI DUDRAH	metformin NICKSON 3689 P EX	max 1000 max 1000	#10,00 #10,00

As shown in the image above, four separate transactions for amoxicillin were recorded under one name. No prescription was produced to justify this finding.

It was also observed that there was insufficient capture of patient details when dispensing Prescription Preparations. Only the name of the patient was captured in the physical dispensing logbook. No patient addresses were captured.

{ref: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 63; 74 (1)}

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.

Nr	Observations	Ref
	<i>Critical</i>	
1.	Sale of unregistered medicines	Medicines and Allied Substances Control Regulations, S.I. 150 of 1991, Section 29
	<i>Major</i>	
1.	Sale of expired medicines	Medicines and Allied Substances Control General Regulations, SI 150 of 1991, Section 51
2.	Dispensing PP medicines without prescriptions.	Medicines and Allied Substances Control (General) Regulations, SI

		150 of 1991, Section 74 (1)
3.	Insufficient capture of patient details when dispensing Prescription Preparations. Only the name of the patient was captured in the physical dispensing logbook. No patient addresses were captured.	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 63
	Minor	
1.	None	

3.0 Recommendations

- The supervisor should comment on the findings of the inspection

Inspector: Brighton Chinhongo  03/04/2025
Name Signature Date

Inspector: Grace Chinyowa  03/04/2025
Name Signature Date

Reviewed by: Ashley Verenga  5 April 2025
Name Signature Date