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REF: B/279/22/713/2025

5th August 2025

The Supervisor
Choice Pharmacy (Pvt) Ltd,
T/a Choice Park Pharmacy,
25384 Cowdray Park,
Bulawayo.

ATTENTION: Rejoice T. Ndebele

Dear Madam,

**RE: ROUTINE INSPECTION OF PREMISES - CHOICE PHARMACY (PVT) LTD,
T/A CHOICE PARK PHARMACY, 25384 COWDRAY PARK, BULAWAYO.**

The inspection of the above-named premises on the 24th of July 2025, refers.

Appended is an inspection report for your noting. Could we please have your written comments on a signed official letterhead, **within 10 working days** of receipt of this letter.

Yours faithfully,

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

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A. Verenga (Ms.)

For: **DIRECTOR-GENERAL**

/cm



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – ROUTINE

**CHOICE PHARMACY (PVT) LTD T/A CHOICE PARK PHARMACY, 25384
COWDRAY PARK, BULAWAYO**

Licensee: Choice Pharmacy (Pvt) Ltd
Supervisor: Rejoice T. Ndebele
Inspection Date: 24th July 2025
Inspectors: Chenesai Mberi, Flora Zhou and Gideon Mapokotera
Type of inspection: Routine 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. Preamble

This was a routine inspection of premises which were last inspected on 05/10/2023 as a new licensure.

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. Medicines were protected from direct light and moisture. The premises and persons licenses were valid and were displayed.

There were no Prescription Preparations or Pharmacist Initiated medicines in the front shop, however, *there were no barriers between the patient waiting area and the Over-the-Counter section thus* allowing medicines to be accessible to the public. The pharmacist was able to oversee all activities in the pharmacy from the dispensary. All working surfaces, cupboards, and shelves were finished with smooth, impervious and washable material and maintained in a good state of repair. The floor was tiled, smooth and impervious, and the walls were painted white washable paint

The staff complement included one (1) pharmacist and two (2) dispensary assistants.

Ref: Medicines and Allied Substance General Regulations, Third Schedule, Section 2 (a)

1.2 Equipment

- i. There was a double stainless-steel sink with provisions for running cold and hot water.
- ii. There was a dispensing bench for performing dispensing duties.
- iii. There were two (2) plastic measuring cylinders for liquid preparations – one (1) 100ml measuring cylinders for internal preparations and one (1) 100ml measuring cylinders for external preparations. These were labelled with respect to their uses.
- iv. There were two (2) sets of mortars and pestles for preparing extemporaneous preparations. These were labelled with respect to their uses.
- v. There were four (4) counting trays with spatulas for counting tablets
- vi. There was a pocket digital balance for measuring weights which was not calibrated. The supervisor was advised to ensure that it's calibrated.
- vii. There was a functional grey, Hisense double door refrigerator, for storing cold chain medicines. The refrigerator was clean and free of mold. There was an unbranded digital thermometer which was not calibrated. The supervisor was advised to ensure that it's calibrated. However, the thermometer was not functioning on the day of inspection. Temperature monitoring records were availed during the inspection, the records were consistent, and no excursions were observed. There was a generator and ice packs for back up in the event of power cuts.

1.3 Cleanliness and Hygiene

The premises were generally clean and tidy. The floor was smooth and impervious, and the walls were painted with washable white paint. There was a functional toilet within the premises.

1.4 Control of Materials

There were no unregistered medicines on the premises. No expired medicines were found among the saleable stock. There was a fixed and lockable Dangerous Drugs (DD) cupboard, however, there were no Dangerous Drugs in stock. There was one bound book for recording DDs, which had no loose pages or cancellations.

1.5 Prescription records

There was use of an electronic system, Dispenseware software for recording prescriptions and dispensing purposes. The system had adequate provisions for capturing repeats. Some of the copies of prescriptions were kept on the premises. There was provision for backing up prescription records after two months on an external hard drive. The supervisor was advised to backup prescription records daily. A sample dispensed medicine label was printed, and it did not capture all the necessary information required for traceability. *There was no batch number and expiry date. The prepack labels did not capture the name of the manufacturer.*

(Ref: Medicines and Allied Substance General Regulations, General Condition of Sale, Section 51, Section 60 (g))

1.6 Reference books

The following reference texts were presented as soft copies:

- a. EDLIZ 2020
- b. British National Formulary, 83rd Edition

However, there were no copies of ART Guidelines and Martindale on the day of inspection.

(Ref: Medicines and Allied Substances Control Regulations, SI 150 of 1991, Third Schedule, Section 2f)

1.7 Legislation

There was no legislation on the day of inspection.

(Ref: Medicines and Allied Substances Control Regulations, SI 150 of 1991, Third Schedule, Section 2g)

1.8 Front Shop

The front Shop was Generally Satisfactory.

1.9 Security

There were metal grills at the entrance and complex security guards for security provision.

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>	
1.	None	
	<i>Major</i>	
1.	There were no barriers at the entrances to the Over-the-Counter section allowing medicines to be accessible to the public.	Medicines and Allied Substance General Regulations, Third Schedule, Section 2 (a))

	Minor	
1.	Prepack labels did not capture the name of the manufacturer. There was no batch number and expiry date on the dispensed sample label.	Medicines and Allied Substance General Regulations, General Condition of Sale, Section 51, Section 60 (g)

Recommendation

- The supervisor should address all the matters raised in italics.

Inspector: Chenesai Mberi  29/07/2025
Name Signature Date

Inspector: Flora Zhou  29/07/2025
Name Signature Date

Inspector: Gideon Mapokotera  29/07/2025
Name Signature Date

Reviewed by: Clive S. Kamhoti  31/07/2025
Name Signature Date