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REF: B/279/22/309/2025

17th July 2025

The Supervisor
Expressmart Pharmacy (Pvt) Ltd,
t/a Expressmart Pharmacy,
46A Central Avenue CBD,
Harare.

ATTENTION: Brenda Mandeya

Dear Madam,

RE: ROUTINE INSPECTION OF PREMISES - EXPRESSMART PHARMACY (PVT) LTD, T/A EXPRESSMART PHARMACY, 46A CENTRAL AVENUE CBD, HARARE.

The inspection of the above-named premises on the 8th of April 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

.....


A. Verenga (Ms.)

For: **DIRECTOR-GENERAL**

/cm



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY – ROUTINE

**EXPRESSMART PHARMACY (PVT) LTD T/A EXPRESSMART PHARMACY, 46A
CENTRAL AVENUE, CBD, HARARE**

Licensee: Expressmart Pharmacy (Pvt) Ltd
Supervisor: Ms Brenda Mandeya
Inspection Date: 08th April 2025
Inspectors: Chenesai E. Mberi and Rufaro Ziduche
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 that were last inspected on 26th June 2023 for failure to provide continuous personal supervision by a licensed Pharmacist and had been closed on 15th May 2023. It was observed that the prepack label did not capture the name of the manufacturer.

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.

All working surfaces, cupboards, and shelves were finished with a smooth, impervious and washable material and maintained in a good state of repair.

The staff complement included two (2) pharmacists, and one (1) dispensary assistant and one (1) Over The Counter assistant.

1.2 Equipment

- i. There was a single stainless-steel sink and a separate wash hand basin with *no provisions for running cold and hot water.*

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

- ii. There was a dispensing bench for performing dispensing duties.
- iii. There were two (2) 100ml plastic measuring cylinders. These were labelled with respect to their uses.
- iv. There were three (3) sets of mortar and pestles for extemporaneous preparations. These were labelled for their intended use.
- v. There were four (4) counting trays with spatulas for counting tablets
- vi. There was an SF-400 digital balance for measuring weights. The balance was not calibrated, and the supervisor was advised to ensure that it was calibrated for accurate readings.
- vii. There was a functional grey single-door HiSense refrigerator, for storing cold chain medicines. The refrigerator was clean and free of mold. There was an unbranded digital thermometer for the refrigerator, and it was not functioning on the day of inspection. The thermometer was not calibrated, and the supervisor was advised to calibrate the thermometer for accurate temperature readings. Temperatures were being monitored and recorded.

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 and expired medicines on the premises. An Over The Counter label was reviewed, and this captured all details for traceability including batch number, expiry date and *except the name of the manufacturer* which was a repeat shortcoming.

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

There was a fixed and lockable dangerous drug cupboard, however, there were no Dangerous Drugs in stock. There was one bound book for recording DDs, which had no loose pages or cancellations. *There were scenarios in the dispensing system whereby some Prescription Preparations and Pharmacist Initiated Medicines were dispensed under pseudonym 'A' e.g., Sildenafil and Pronta tablets.*

Reference: (Medicines and Allied Substances Control (General) Regulations, 1991. S.I. 150 of 1991 Section 78 (2).

1.5 Prescription records

There was use of an electronic system, Propharm software for recording prescriptions and dispensing purposes. The system had adequate provisions for capturing repeats. Backup of weekly transactions was being done on a 1-terabyte hard drive. A dispensed medicine label was written, and this captured all details for traceability *except the manufacturer details.*

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. Zimbabwe Standard ART Guidelines 2016
- c. British National Formulary, 76th Edition
- d. Martindale 38th Edition

1.7 Legislation

The following statutes were to be downloaded:

- i. Medicines and Allied Substances Control Act [Chapter 15:03]
- ii. Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991
- iii. Dangerous Drugs Act [Chapter 15:02]
- iv. Dangerous Drugs Regulations, RGN 1111 of 1971

1.8 Front Shop

The front Shop was Generally Satisfactory.

1.9 Security

There were metal grills at the entrance. There were burglar bars on all windows. CCTV cameras were also available 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>	
	None	
	<i>Major</i>	
1.	There were no provisions for running cold and hot water.	<i>Ref: Medicines and Allied Substance General Regulations, Third Schedule, Section 2 (b)</i>

2.	Dispensing of PP and PIM medicines under pseudonym 'A'	<i>Reference: (Medicines and Allied Substances Control (General) Regulations, 1991. S.I. 150 of 1991 Section 78 (2).</i>
3.	The OTC label and dispensed sample label did not capture the name of the manufacturer	<i>Medicines and Allied Substance General Regulations, General Condition of Sale, Section 51, Section 60 (g)</i>
	Minor	
	None	

Recommendation

The supervisor is advised to rectify all shortcomings in *italics* and provide evidence of resolution. In addition, The supervisor is advised to acquire a thermometer for monitoring temperature in the refrigerator and should also make sure that the thermometer and the measuring scale is calibrated.

Inspector:	Chenesai Mberi		14/07/2025
	Name	Signature	Date

Inspector:	Rufaro Ziduche	<i>Rufaro Ziduche</i>	14/07/2025
	Name	Signature	Date

Reviewed by:	Clive S. Kamhoti		14/07/2025
	Name	Signature	Date