



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/279/22/192/2025

14 March, 2025

The Supervisor
First Mutual Pharmacies (Pvt) Ltd
t/a First Mutual Pharmacy - Mutare
95 Herbert Chitepo Ave,
Mutare

ATTENTION: Miss Mazongonda Tinotenda Ethel

Dear Ma'am,

**RE: ROUTINE INSPECTION OF FIRST MUTUAL PHARMACIES (PVT) LTD
T/A FIRST MUTUAL PHARMACIES - MUTARE, 95 HERBET CHITEPO AVE,
MUTARE**

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

Appended is an inspection report for your noting. May you provide a written response on a signed and dated letterhead **within the next ten (10) working days**.

Yours faithfully

MEDICINES CONTROL AUTHORITY OF ZIMBABWE

.....


A. Verenga (Ms)

For: **DIRECTOR-GENERAL**

/rz



LICENSING AND ENFORCEMENT DIVISION

INSPECTION REPORT FOR RETAIL PHARMACY - ROUTINE

**FIRST MUTUAL PHARMACIES (PVT) LTD T/A FIRST MUTUAL
PHARMACIES - MUTARE, 95 HERBET CHITEPO AVE, MUTARE**

Licencee: First Mutual Pharmacies (Pvt) Ltd
Supervisor: Miss Mazongonda Tinotenda Ethel,
Supervisor on day: as above
Inspection Date: 18-2-2025
Inspector: O. Hove and R. 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 was last inspected on the 30th of November 2023 as a new premises

1.1 Suitability of the Premises

The premises were generally in a tidy condition with suitable and effective means of natural lighting and ventilation. Medicines were protected from moisture and direct sunlight. The premises and person's licenses were valid and displayed.

All working surfaces, cupboards and shelves were furnished with smooth, impervious, and washable material in a good state of repair. The floor was tiled, smooth and impervious, and the walls were painted with washable paint.

The staff complement included: one (1) pharmacist, one (1) pharmacy technician and one (1) pre-registration pharmacist.

1.2 Equipment

- i. There was a single stainless-steel sink with a separate handwash basin with provisions for running cold and hot water.
- ii. There were two (2), 100ml plastic measuring cylinders, labelled for intended uses.
- iii. There were two (2) sets of mortar and pestle, labelled for intended uses.
- iv. There were three (3) sets of counting trays with spatulas for counting tablets and capsules.
- v. There was a top pan digital® balance, which was calibrated by Air Zimbabwe and due for the next calibration on 30/10/2025.
- vi. There was a functional, grey double door Capri ® refrigerator. The refrigerator was clean, free of mold and there were no food items. There was a digital Brannan thermometer which was calibrated by Air Zimbabwe and due for the next calibration on 30/10/2025. During the inspection the thermometer recorded 6.9°C which was within the normal range (2-8°C). Temperature monitoring records were available during the inspection, the records were consistent, and no excursions were observed. There was a solar system and ice packs for use as back up in the event of power cuts.

1.3 Cleanliness and Hygiene

The premises were generally in tidy condition. There was a functional toilet within the proximity of the premises.

1.4 Control of Materials

There were no unregistered medicines on the shelves. The invoices from registered wholesalers were available on the day of inspection. No expired stock was found amongst saleable stock. There was a fixed and lockable Dangerous Drugs cabinet. The Dangerous Drugs cabinet was in a good state of repair. There was one (1) bound book with serialized

pages for use as a Dangerous Drug register. There were medicines in the Dangerous Drugs cabinet and the available stock tallied with the recorded quantities. The following medicines were available in the Dangerous Drug cabinet on the day of inspection:

- i. Varigesic tablets
- ii. Goldgesic tablets

1.5 Prescription records

There was Propharm® dispensing software installed on the computer for recording prescriptions which was backed up daily on to a One Drive cloud. The dispensing system was able to trace a given example of medicine to a particular patient. The full pharmacy address was shown on the pre-pack medicines label and dispensed medicine label. *The dispensed medicine label and prepacked labels were, however, not capturing the manufacturer's details.*

(Ref: Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 60(g))

1.6 Reference books

The following reference texts were available:

- 1. BNF 84th Edition (soft copy)
- 2. EDLIZ 2020 Edition (hard copy)
- 3. HIV Guidelines 2016 Edition (soft copy)

1.7 Legislation

All the relevant legislature was available as soft copies.

1.8 Front Shop

The front shop was generally satisfactory.

1.9 Security

There were metal grills and burglar bars installed. There were security guards manning the premises daily and a CCTV system. There was a Guardalert® alarm response system installed at the premises.

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
	Critical	
	None	
	Major	
	None	
	Minor	
1.	The dispensed medicine label and the prepack labels were, however, not capturing the manufacturer details.	Medicines and Allied Substances Control (General) Regulations, SI 150 of 1991, Section 60(g)

3.0 Recommendations

- The supervisor should comment on all the shortcomings highlighted in italics

Inspector: O. Hove
Name


Signature

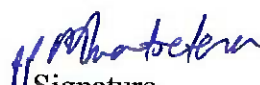
04/03/25
Date

Inspector: R. Ziduche
Name


Signature

03/03/25
Date

Reviewed by: Clive S. Kamhoti
Name


Signature

04/03/2025
Date